



Dutch evaluation of the VDU Directive (Directive 270/90/EEC)

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Preface

In 1990 the European Union introduced a special VDU Directive (Visual Display Unit Directive) with minimum requirements for safety and health for display screen work. The effectiveness of European OSH (Occupational, Safety and Health) Directives has not yet been evaluated. Germany therefore initiated a working group to come to a systematic evaluation of EU OSH Directives, starting with a pilot evaluation of the VDU Directive. The objective of the research presented in this report is to assess the effectiveness of the VDU Directive in the Netherlands. The research took place in cooperation with a Working Group of six European member states (Denmark, Finland, France, Germany, Great Britain, and The Netherlands), who initiated the ex-post evaluation of the Directive. The empirical part of the research is based on common requirements that have been developed by the Working Group. The preliminary work and advice of the Working Group have been very helpful for this study.

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Executive summary

Overview of the research

Background and research questions

To reduce the risks associated with display screen work, the European Union (EU) introduced a special Directive with minimum requirements for safety and health for VDU work (i.e. Visual Display Unit regulations, Directive 90/270/EEG) in 1990. To assess the effectiveness of the VDU Directive, a Working Group of European member states initiated a pilot ex-post evaluation of the VDU Directive. This is the first time that an ex-post evaluation, based on thorough empirical investigations including all relevant target groups, has been adopted for the special requirements in the field of OSH legislation. To realise coherence and consistency in the evaluation, we used a common Terms Of Reference. However, each member state organises its own national evaluation. This study is the Dutch evaluation of the VDU Directive.

The target groups of the Directive, employers and workers especially, in general do not deal with the Directive itself, but with the national law based on the Directive. In the Netherlands, the VDU Directive is worked out in the Dutch Occupational Health and Safety Act¹. The regulations are often subdivided into general regulations that state what should be achieved ("doelvoorschriften") and regulations that describe how this should be done ("middelvoorschriften"; the Annex of the VDU Directive).

There are minor differences between the European Directive and the Dutch regulations on VDU work. On a few points, however, the Dutch regulations are more concretized than the VDU Directive. This study's objective is to examine the effectiveness of the VDU Directive in the Netherlands.

The core question of this study is whether the VDU Directive is a standard in decision-making in the target groups and what the benefits of the Directive are. The following indicators build the basis for the empirical investigation:

- Knowledge and awareness of regulations specifying the VDU Directive
- Relevance and usefulness for daily work
- Extent of implementation of the specific requirements
- Problems with implementing the requirements, reasons why they have not been implemented, e.g.:
 - Difficulties regarding comprehensibility of articles or parts of articles
 - Articles or parts of articles being irrelevant / unreasonable with regard to practical considerations.
- Cost-benefit estimation

¹ This includes the "Arbowet" (with regulations on the implementation of the health and safety policy within organisations), the "Arbobesluit" (contains specific regulations to protect employees from the risks of VDU work) and the "Arboregeling" (with detailed regulations).

Methods

In order to have sufficient information on the effectiveness of the VDU Directive, we collected data among different groups of users and stakeholders. The data collection includes three main parts:

- Interviews with social partners and experts (stakeholders)
 - 26 semi-structured interviews with:
 - Employer's federations and trade unions
 - Labour Inspectorate
 - Branch organisations
 - Manufacturers and suppliers
 - Other experts (Ergonomics, Health and Safety Services)
- Survey among employers
 - Internet questionnaire (and telephonic option for part of the non-response)
 - Total response of 2222 employers
- survey among employees
 - Internet questionnaire
 - Total response of 2006 employees

Overview of the results

In this section we summarize the main findings of the research. We start with focussing on the relevance, awareness, workability and implementation of the separate articles of the VDU Directive. Table S1 gives a summarized impression of the main findings of the study, based on the survey among employees, employers and on the interviews with stakeholders. Note that the opinions of the three target groups might differ from each other (more detail is given throughout the report). The assessment of the various aspects of the law are denoted in the table in a range from ++ (very positive) to - - (very negative). Hereafter we will discuss the results on the basis of this table.

Table S1 Overview of effectiveness of instruments of the VDU Directive

	Relevance	Awareness	Workability	Implementation
Scope	++	-	+/-	+
Analyses of workstations (RI&E and workstation analysis)	++	+/-	++	+
Information and training	++	-/+	+/-	-/+
Daily work routine	++	+	+/-	-
Worker consultation	++	-/+	+	+
Protection of eyes	+	+/-	+	-
Annex				
Equipment	+/-	+/-	+	++
Environment	-/+	+/-	+	+
Operator/computer interface	+/-	-	+	+/-
Total	++	-/+	+	-/+

Assessment based on survey among employers and employees and interviews with stakeholders:
 ++ = very positive; + = positive; +/- = slightly more positive than negative; -/+ = slightly more negative than positive; - = negative; - - = very negative.

Relevance and usefulness for daily work

In general we can state that the VDU regulation is relevant, taking into account the goals of the Directive and the work situation in organisations, i.e. the articles on the analysis of the workstation, information and training, daily work routine, workers consultation and protection of workers' eyesight are considered to be useful and should be included in the law. Nevertheless, opinions differ on how details should be worked out to make it workable and effective (see table S2 below).

The relevance of the Annex of the Directive (which includes mainly "middelvoorschriften") is a point of discussion. Employee and employer respondents are generally under the impression that the rules in the appendix are useful to include in the law. However, it is important to note that stakeholders emphasize that the Annex is out-dated on some points, and consequently not relevant for the current situation within organizations. For example, the norms that are presently applied by manufacturers of display screens, go far beyond the norms stated in the VDU Directive. Opinions differ on the usefulness of including detailed requirements in the Directive. Technical aspects of VDU work especially change very quickly. If detailed description of equipment would be part of the regulation, than the Directive needs to be adjusted regularly and more frequently than it has been so far.

Knowledge and awareness of regulations specifying the VDU Directive

Few employers (16%) and employees (9%) are aware of the *European Directive*. A small majority (61%) of employers and among half (49%) of the employee respondents know that there are Dutch regulations concerning work with display screen. Employers appear to be most aware of the physical aspects of the requirements on working with display screens (adjustable furniture, risk assessment for physical strain, ergonomic requirements for display screens). Employers are also well aware of the (Dutch) regulation that display screen work should be alternated with other work after a maximum of two consecutive hours.

For other issues, though, the awareness is particularly low. Employers are generally not sufficiently aware that the analysis of the workstation should include mental strain as well. Moreover, less than half of the employers (40%) knows that employees should be given information and training concerning the risks of display screen work. With respect to protection of eyes and eyesight, employers are mostly aware of the curative measures (i.e. when problems occur), but not with the preventative measures (i.e. eye tests at regular intervals or at the commencement of VDU work). The specific ergonomic requirements for software are also insufficiently known. Furthermore, the majority of employers (65%) is unaware of the precise scope of application of the legislation, and this also includes the Dutch rules that state that the law only applies to employees who work with display screens for at least two hours a day.

Half of the employees who made a request for improvements to their workstation, declared not to be aware of the statutory rules concerning display screen work when they made this request.

Workability: Problems with implementing the requirements

In general, the workability of the VDU regulations is reasonably good. Over half of the employers (57%) state not to have encountered obstacles in complying with the legislation. Lack of information and knowledge about the legislation seems to be the most problematic

obstacle for implementation. However, the results reveal some specific issues concerning the workability of the regulations:

- **Scope**
 - The definition of the scope should be adjusted to the current (technological) situation within organisations, i.e. flexible workstation, such as the usage of laptops, do not receive enough attention in the Directive.
 - The Dutch VDU regulations also apply to employees that work at home. The workability of this rule is problematic. It is difficult to require responsibility from employers for the workstation at home, mainly because it is unfeasible for an employer to check the home situations of employees.
- **Information and training**
 - The regulation on information and training (employees shall receive information “on all aspects of safety and health relating to their workstation”) is too vague, which makes it difficult to implement and enforce.
- **Daily work routine**
 - The workability of the article on daily work routine is sometimes problematic. The Directive states that display screen work should be periodically interrupted by breaks or changes of activity¹. The most frequently mentioned reason for the difficulty to implement the rule is that the work does not allow it, for example, because of deadlines or work pressure.
 - For employers it is difficult to control the time-use behaviour of employees at work. Even when the employer provides information and training on daily work routine and software is installed to encourage employees to take breaks, employees still tend to ignore these measures (often due to time-pressure).

Extent of implementation of the specific requirements

On some points the regulations are implemented reasonably well. This particularly holds for the implementation of furniture, equipment, and so on, both in smaller and larger organizations. Furthermore, Risk Assessments (RI&E) are generally carried out by the majority of large organizations. Most organisations have an employee participation body, even though only half of the participation bodies also concern themselves with working conditions relating to VDU work.

Other instruments of the VDU regulation, such as information and training, daily work routine and protection of eyesight, are, however, not well implemented. The implementation of instruments of the regulations are often used curative, and not, as law prescribes, at regular intervals or at commencement of VDU work. As problems arise, employers are usually willing to make the necessary adjustments to the workstation. Adjustments are therefore often made on the initiative of employees.

Even though employers are usually willing to purchase ergonomically sound equipment, it is not always used in a proper way. A complicating factor is that a large part of the employees

¹ In the Netherlands in the law this is specified as a maximum of two consecutive hours display screen work.

did not receive information and instructions on how to prevent health risks associated with display screen work.

A significant part (38% to 49%) of employer survey respondents agrees that they would have spend less attention to breaks, providing information, Risk Assessment and Evaluation, and the protection of eyes and eyesight if this was not made mandatory by law

Cost to benefits estimation

Employers have difficulty estimating the ratio of costs to revenues of the implementation of legislation concerning display screen work. Less than half of the employers feels that implementation of the regulations benefits their company in terms of, for example, absenteeism, mental work strain, and labour productivity. About 15% of the employers state that the measures are not useful for their company, and about a fifth feels that it does not help them to manage absenteeism. The costs of implementation seem to be slightly higher than the revenues for organisations.

Conclusion

The central question in this section is whether the VDU Directive has basically proved its worth, whether the regulations improved the safety and health of employees who work with display screens. In addition we discuss possibilities to improve the effectiveness that arose during the research.

Effectiveness of the VDU Directive in the Netherlands

The VDU Directive is partly effective, but also shows some significant insufficiencies. In general, the instruments of the Directive are relevant and are chosen correctly. When it comes to chairs, display screens, and so on (the physical aspects), employers are generally aware of the legal requirements (even though not in detail). Usually, these aspects are also well implemented. However, the realization of a number of other instruments of the regulations show some inadequacies. The results indicate that:

- Quite a few instruments of the VDU Directive are implemented insufficiently, such as information and training, daily work routine and protection of eyes and eyesight. The implementation of instruments of the regulations are often used curative, and not, as the law prescribes, at regular intervals or at commencement of VDU work.
- Employers are generally willing to implement improvements to the employees' workstation, if employees request it. Employees are, however, often not aware of the regulations when submitting their request for adjustments to their workstation.

Reasons for lack of effectiveness

On the basis of the results we can conclude that the key factors for the deficits found in the effectiveness of the VDU Directive lie in:

- Insufficient awareness and knowledge of the regulation.
- The legislation contains specific details (in the Appendix), which are mostly out-dated and incomplete (see also table S2 for more detail).
- On a few points the legislation is contains open terms (for example the article on information and training), which makes it more complicated to implement and enforce.
- The regulation focuses primarily on physical aspects of VDU work. Work pressure and the organisation of the work receive insufficient attention, both in the Directive and by

employers. These aspects are considered by some stakeholders (experts) to be just as, or maybe even more, important than the ergonomic aspects of the workstation, especially as the physical aspects are currently taken care of by manufactures and within organisations.

Improvements to the Regulations

The following measures were suggested during the study to suppress the current deficits in the effectiveness of the VDU Directive:

- Even though the tenor of the legislation is relevant and meets its goals, the exact content needs adjustments. It is necessary to make the legislation on some points more concrete, and on other points more adapted to current technical developments (see table S2).
- All employer survey respondents were asked what improvements they would like to see from the government with respect to display screen work. Better information was the most requested improvement (by 28%), followed by a reduction of legislation (26%).
- More measures to improve the awareness and implementation of the regulations are recommendable. According to, for example, trade unions and branch organizations it is important to involve employers in issues concerning VDU work. Employers need to have to realize they are responsible for problems related to display screen work. This feeling of responsibility does not automatically follow from introducing legislation. Trade unions, employers' federations and branch organizations generally state that precise elaboration of the rules should be done in cooperation with the main stakeholders within each branch, i.e. employers- and employee organisations, and the labour Inspectorate. Their advice would be to make global regulations ("doelvoorschriften") and oblige other relevant parties to make further agreements in each sector. Thus it will be possible to adapt regulations to specific situations within each branch. This view corresponds to the advice given in the SER report on the Evaluation of the Working Conditions Act¹.

¹ SER (2005). *Advisory Report: Evaluation of the Working Conditions Act 1998*. The Hague, June 17
http://www.ser.nl/overdeser/default.asp?desc=2005_09.

Table S2 Clarification of neutral and negative scores in table S1

Nr.	Article	Employees	Employers	Stakeholders
1	Scope and definitions	Scope in Dutch law includes workstation at home if employees perform (part of) their work at home. In most cases (90%) the employer does not check whether the employee has an adequate workstation at home.	Most employers are not aware of the precise scope and for a large group the scope is unclear. In the Netherlands the scope includes the workstation at home. However the possibilities for the employer to check the home situation are limited.	Definitions of the scope of the regulations should be adjusted to the current (technological) situation. Mobile display screens and flexible workstations (e.g. notebooks) receive insufficient attention.
3	Analysis of workstation	When employees feel the employer should do more to ensure their health (54%), analysis of workstation is the most mentioned improvement (66%)	Awareness risk assessment devoted to mental strain is low. About half employers do not investigate stress, eyesight and CANS.	Is useful and should be included in the law.
6	Information for, and training of, workers	Employees do not always receive information and do not always use the information they receive. In order to ensure health 51% mentions better information on health risks.	The legislation does not make it clear precisely what information and training should be provided. Less than half of employers is aware of this article.	Useful, but the regulation is too vague. Further, information should be periodical. Regulations should be concretized, for example by obliging relevant parties (trade unions and employers' federations) to make further agreements.
7	Daily work routine	Due to work pressure not always implemented. To ensure health 31% mentions a reduction in work pressure	Not always workable and implemented because the work does not allow it, or because employers have little control over employees' VDU hours.	Useful. In general in regulation too much attention for technical ergonomic details, and too little for working hours, breaks and the organization of the work. Difficult to implement as long as nothing is done to reduce work pressure/mental strain. Discussion on usefulness display screen tachograph.
8	Worker consultation	-	Awareness of this article is low (among approximately a third of employers). Majority of organizations has an employee participation body. Only half of them concern themselves with VDU-related issues.	Is useful and should be included in the law.
9	Protection of workers' eyes and eyesight	Often not well implemented. To ensure health 45% mentions an eye test	Examination at commencement of VDU work, examination at regular intervals and corrective appliances are not considered to be particularly useful Employers are aware of "curative" measures, but not of tests at regular intervals and tests at commencement of work. Article often not implemented.	Is useful and should be included in the law.
a1	Equipment	Implementation is higher than relevance.	About half of employers is aware of this article. Even so implementation is high.	Discussion on necessity detailed prescriptions. General advice: make global regulations and oblige relevant parties (trade unions and employers' federations) to make further agreements in each sector. Regulations need adjustment to current technological developments. Too much attention for technical ergonomic details, too little for how to use equipment in the right way. Adjustable work table and quality of mouse are not mentioned in current legislation.
a2	Environment	Rules on heat and noise generated by the equipment are not considered to be very relevant	Half of employers is aware of this article.	See equipment.
a3	Operator/computer interface		Useful to include in law. Awareness is low (among quarter of employers).	See equipment. Ergonomic design of software is important and currently receives too little attention.



Samenvatting (Dutch summary)

Onderzoeksopzet

Achtergrond en onderzoeksvragen

De Europese Unie (EU) heeft in 1990 een bijzondere richtlijn opgesteld met minimumvoorschriften voor het veilig en gezond werken met beeldschermapparatuur (Richtlijn 90/270/EEG). Deze richtlijn haalt men vaak aan met de term 'Visual Display Unit (VDU) Directive'. Om de effectiviteit van deze richtlijn te beoordelen, heeft een werkgroep van Europese landen bij wijze van pilot een ex-post evaluatie van de richtlijn geïnitieerd. Dit is de eerste keer dat een dergelijke ex-post evaluatie, gebaseerd op empirische gegevens van alle relevante doelgroepen, wordt uitgevoerd op het gebied van de regelgeving voor veiligheid en gezondheid op het werk. Om de onderlinge samenhang en consistentie van de nationale evaluaties te waarborgen wordt in de studies gebruik gemaakt van een gezamenlijk Terms of Reference. De evaluaties worden echter op nationaal niveau en op eigen wijze door de deelnemende landen uitgevoerd. In dit rapport wordt de Nederlandse evaluatie van de VDU Directive besproken.

De doelgroepen van de richtlijn, met name werkgevers en werknemers, hebben niet zozeer te maken met de Europese richtlijn, maar met de Nederlandse uitwerking daarvan. De uitwerking van de Europese richtlijn is in Nederland geregeld in de Arbo-wetgeving¹. De regelgeving wordt vaak onderverdeeld in algemene regels die aangeven wát moet worden bereikt ("doelvoorschriften") en regelgeving die aangeeft hóe dit zou moeten gebeuren ("middelvoorschriften", de Annex van de VDU-Directive). De Nederlandse uitwerking is in hoge mate geënt op de EU-regelgeving, maar is op sommige punten aangepast en wat meer uitgewerkt. Het doel van dit onderzoek is na te gaan wat de effectiviteit en efficiëntie is van de Nederlandse uitwerking van de VDU-Directive.

De centrale vraag in deze studie is in hoeverre de regelgeving doorwerkt in de besluitvorming van de doelgroepen en welke voordelen het heeft opgeleverd. De volgende indicatoren zijn gebruikt als basis voor dit onderzoek:

- Bekendheid met en kennis van de regelgeving
- Relevantie en nut van de regelgeving in de dagelijkse praktijk
- De mate waarin de regelgeving geïmplementeerd is in bedrijven
- Problemen met betrekking tot de implementeerbaarheid van de regelgeving, zoals:
 - Onduidelijkheden in de regelgeving
 - Irrelevante of onredelijke eisen met het oog op de praktische toepasbaarheid
- Kosten – baten analyse

¹ Dit omvat de Arbowet (met voorschriften voor het opzetten van arbobeleid binnen organisaties), het Arbobesluit (bevat specifieke voorschriften voor het tegengaan van risico's voortvloeiend uit ondermeer beeldschermwerk) en de Arboregeling (bevat gedetailleerde voorschriften).

Onderzoeksmethoden

Om voldoende informatie te verkrijgen over de effectiviteit van de regelgeving, zijn gegevens verzameld onder verschillende doel- en belangengroepen die met de regelgeving te maken hebben. De dataverzameling omvat drie hoofdcomponenten:

- Interviews met sociale partners en experts (stakeholders)
 - 26 semi-gestructureerde interviews met:
 - Werkgevers- en werknemersorganisaties
 - De Arbeidsinspectie
 - Branchorganisaties
 - Fabrikanten en leveranciers
 - Overige experts (zoals ergonomen en Arbo-diensten)
- Werkgeversenquête
 - Internet vragenlijst (met een telefonische optie voor een deel van de non-respons)
 - Totale netto respons van 2222 werkgevers
- Werknemersenquête
 - Internet vragenlijst
 - Totale netto respons van 2006 werknemers

Resultaten

Deze paragraaf vat de belangrijkste bevindingen van het onderzoek samen. Allereerst gaan we in op de relevantie, de bekendheid, de uitvoerbaarheid en de implementatie van de afzonderlijke artikelen van de wetgeving. Tabel S1 geeft een impressie van de belangrijkste resultaten van het onderzoek op basis van de Survey onder werkgevers en werknemers en de interviews met stakeholders. Merk op dat de mening van de drie groepen van elkaar kan verschillen (meer detail hierover is te vinden in het rapport). De beoordeling van de verschillende aspecten van de regelgeving zijn in de tabel aangegeven van ++ (erg positief) tot - - (erg negatief). Hierna bespreken we de resultaten op basis van de deze tabel.

Tabel S1 Samenvatting van de effectiviteit van de wetsartikelen

	Relevantie	Bekendheid	Uitvoerbaarheid	Implementatie
Scope	++	-	+/-	+
Analyse van werkplekken (RI&E en individuele analyse)	++	+/-	++	+
Voorlichting en opleiding	++	-/+	+/-	-/+
Dagindeling van het werk	++	+	+/-	-
Medezeggenschap werknemers	++	-/+	+	+
Beschermen van de ogen	+	+/-	+	-
Bijlagen				
Apparatuur	+/-	+/-	+	++
Omgeving	-/+	+/-	+	+
Interface computer/mens	+/-	-	+	+/-
Totaal	++	-/+	+	-/+

Beoordeling op basis van de survey onder werkgevers en werknemers en de interviews met stakeholders: ++ = erg positief; + = positief; +/- = iets meer positief dan negatief; -/+ iets meer negatief dan positief; - = negatief; - - = erg negatief.

Relevantie en nut voor dagelijks werk

In het algemeen kunnen we op basis van de resultaten concluderen dat de richtlijn relevant is, rekening houdend met de doelen van de regelgeving en de werksituatie in bedrijven. Dat wil zeggen dat de artikelen betreffende de analyse van de werkplekken, voorlichting en opleiding, dagindeling van het werk, medezeggenschap van werknemers en bescherming van de ogen relevant worden geacht en in de wetgeving moeten worden opgenomen. Niettemin zijn er wel een aantal punten waarop de wet verder aangepast moet worden om de uitvoerbaarheid en effectiviteit te vergroten (zie table S2 hieronder).

De relevantie van de Bijlagen van de Directive (welke vooral middelvoorschriften bevat) staan onder discussie. Werknemers en werkgevers zijn over het algemeen van mening dat het nuttig is deze regelgeving in de wet op te nemen. Echter, het is belangrijk op te merken dat stakeholders benadrukken dat de inhoud van de Bijlagen achterhaald is en daarom niet meer relevant voor de huidige werksituatie in bedrijven. De normen die fabrikanten van bijvoorbeeld beeldschermen hanteren, gaan momenteel vaak veel verder dan de normen die in de richtlijn zijn opgenomen. De meningen verschillen over of het zinvol is gedetailleerde eisen zoals in de bijlagen in de richtlijn op te nemen. Met name de technische aspecten van beeldschermwerk zijn sterk aan verandering onderhevig. Als er in de richtlijn gedetailleerde eisen worden opgenomen, zou de richtlijn in ieder geval vaker geëvalueerd en aangepast moeten worden aan de technische ontwikkelingen dan nu het geval is.

Bekendheid met en kennis van de richtlijn

Een klein aantal (16%) werkgevers en werknemers (9%) zijn ervan op de hoogte dat de regelgeving voor beeldschermwerk *Europese* regelgeving betreft. Dat er Nederlandse wetgeving bestaat die gaat over het werken met een beeldschermwerk is bij een kleine meerderheid (61%) van de werkgevers en de helft (49%) van de werknemers bekend. Werkgevers kennen vooral de fysieke aspecten van de regelgeving (verstelbaar meubilair, risico inventarisatie voor fysieke belasting, ergonomische eisen aan beeldschermen). Werkgevers zijn ook goed op de hoogte dat het werken met een beeldscherm na maximaal twee uur moet worden afgewisseld met een pauze of ander werk.

Op andere punten is de bekendheid met de regelgeving echter vrij klein. Ten eerste zijn werkgevers zich meestal niet voldoende bewust dat de risico inventarisatie ook betrekking zou moeten hebben op psychische belasting. Daarnaast weet minder dan de helft (40%) van de werkgevers dat werknemers informatie en training zouden moeten krijgen met betrekking tot de risico's van beeldschermwerk. Wat betreft het beschermen van de ogen en het gezichtsvermogen zijn werkgevers veelal wel op de hoogte van de curatieve maatregelen (als er zich problemen voordoen), maar niet van de preventieve maatregelen (zoals het uitvoeren van oogtesten op gezette tijden of bij aanvang van het beeldschermwerk). Daarnaast blijken de ergonomische eisen die aan software worden gesteld ook onvoldoende bekend onder werkgevers. Tot slot blijkt de meerderheid (65%) van de werkgevers niet op de hoogte te zijn van het toepassingsgebied van de wet, wat ook inhoudt dat zij onbekend zijn met het feit dat de Nederlandse wetgeving alleen van toepassing is op werknemers die tenminste twee uur per dag beeldschermwerk verrichten.

De helft van de werknemers die een verzoek heeft ingediend bij de werkgever om de werksituatie ten aanzien van beeldschermwerk te verbeteren, was zich op dat moment niet bewust van de regelgeving die hierop van toepassing is.

Uitvoerbaarheid: problemen bij het implementeren van de regelgeving

In het algemeen is de uitvoerbaarheid van de beeldschermregelgeving voldoende. Meer dan de helft (57%) van de werkgevers geeft aan geen obstakels te ervaren om te voldoen aan de wet- en regelgeving rondom beeldschermwerk. Onbekendheid met de wet en gebrek aan kennis over de regelgeving lijkt het meest voorkomende obstakel te zijn om de wet in de praktijk toe te passen. Toch zijn er een aantal punten met betrekking tot de uitvoerbaarheid van de wet die aandacht behoeven:

- Toepassingsgebied
 - De definitie van het toepassingsgebied zou moeten worden aangepast aan de huidige technologische ontwikkelingen binnen organisaties. Flexibele werkplekken, zoals het werken met laptops, krijgt nu onvoldoende aandacht in de richtlijn.
 - Werknemers die thuiswerken vallen in Nederland ook onder de beeldschermregelgeving. De uitvoerbaarheid van deze regel is soms echter problematisch. De verantwoordelijkheid voor een goede thuiswerkplek voor werknemers ligt bij de werkgever. Werkgevers hebben echter weinig mogelijkheden om er ook op toe te zien dat de werknemer ook thuis aan alle regels voldoet.
- Voorlichting en opleiding
 - De regelgeving met betrekking tot de voorlichting en opleiding van werknemers (werknemers moeten voorlichting krijgen "over alles wat verband houdt met de veiligheid en gezondheid van hun werkplek") is te vaag, wat een goede implementatie en handhaving in de weg staat.
- Dagindeling van het werk
 - De uitvoerbaarheid van het artikel over de dagindeling van het werk blijkt in de praktijk onvoldoende te zijn. De wetgeving stelt dat het beeldschermwerk regelmatig moet worden afgewisseld met een pauze of ander werk (en in de Nederlandse wetgeving is dit geconcretiseerd tot een maximum van twee aaneengesloten uren beeldschermwerk). De meest genoemde reden om zich hier niet aan te houden is dat het werk het niet toelaat, bijvoorbeeld vanwege werkdruk.
 - Voor werkgevers is het vaak lastig de manier van werken en het gebruik van pauzes van werknemers te controleren. Zelfs wanneer software is geïnstalleerd om pauzes te bevorderen en werknemers voorlichting en opleiding hebben gekregen, worden deze maatregelen door werknemers vaak genegeerd (vaak vanwege een hoge werkdruk).

Implementatie

Op sommige punten is de wet redelijk geïmplementeerd, met name wanneer het gaat om meubilair, computers, en dergelijke. Dit geldt voor zowel kleine als grote organisaties. Ook de Risico Inventarisatie wordt in de meerderheid van de grote organisaties goed uitgevoerd. De meeste bedrijven hebben ook een medezeggenschapsorgaan, hoewel alleen de helft hiervan zich ook bezig houdt met aspecten die te maken hebben met beeldschermwerk.

Andere instrumenten uit de beeldschermregeling, zoals voorlichting en opleiding, dagindeling van het werk en bescherming van de ogen en het gezichtsvermogen, zijn echter minder goed toegepast. Veelal worden deze maatregelen curatief ingezet en niet, zoals de wet voorschrijft, op gezette tijden of bij het begin van de werkzaamheden met beeldschermwerk. Als er zich problemen of klachten voordoen, zijn werkgevers veelal wel bereid aanpassingen te verstrekken. Verbeteringen ten aanzien van de werkplek worden vaak geïnitieerd door de werknemer zelf.

Werkgevers zijn meestal wel bereid om ergonomisch verantwoord meubilair en computer benodigdheden aan te schaffen, maar deze middelen worden vervolgens niet altijd op de juiste manier gebruikt. Een factor die hiermee samenhangt is dat werknemers in veel gevallen niet voldoende worden voorgelicht over de risico's van beeldschermwerk.

Een aanzienlijk deel van de werkgevers (38% tot 48%) geeft aan dat ze minder aandacht zouden schenken aan pauzes, informatie en voorlichting, risico-inventarisatie en de bescherming van ogen en het gezichtsvermogen van werknemers als dit niet wettelijk verplicht was gesteld.

Kosten - baten analyse

Werkgevers hebben vaak moeite in te schatten hoe de kosten en baten van de implementatie van de regels zich tot elkaar verhouden. Minder dan de helft van de werkgevers ervaart dat de implementatie van de regelgeving voordelen heeft voor de organisatie, bijvoorbeeld in termen van een verlaging in het verzuim en psychische klachten en in toename van de arbeidsproductiviteit. Ongeveer 15% van de werkgevers geeft aan dat de regelgeving omtrent beeldschermwerk geen voordelen oplevert voor het bedrijf en ongeveer een vijfde zegt dat het geen positief effect heeft op het verzuimpercentage. De kosten die werkgevers maken voor de implementatie van de regelgeving lijken wat hoger te zijn dan de opbrengsten.

Conclusie

De centrale vraag in deze paragraaf is of the VDU Directive zich in de afgelopen jaren heeft bewezen, of de veiligheid en gezondheid van beeldschermwerkers is verbeterd door de invoering van de wet. Daarnaast bespreken we de mogelijkheden die tijdens dit onderzoek naar voren zijn gekomen om de effectiviteit van de regelgeving te vergroten.

Effectiviteit van de Nederlandse regelgeving omtrent beeldschermwerk

De beeldschermregelgeving is deels effectief, maar is op sommige punten ook ontoereikend. In het algemeen zijn de maatregelen die zijn opgenomen in de wetgeving relevant. Werkgevers zijn over het algemeen goed op de hoogte van de eisen die gesteld worden aan meubilair, beeldschermen, en dergelijke. Deze fysieke aspecten zijn meestal ook redelijk geïmplementeerd. Niettemin zijn er ook een aantal punten die in de praktijk minder aandacht krijgen. De resultaten laten zien dat:

- Een redelijk aantal maatregelen uit de beeldschermregeling is onvoldoende geïmplementeerd, zoals voorlichting en opleiding, dagindeling van het werk en de bescherming van de ogen en het gezichtsvermogen. Het toepassen van de instrumenten gebeurt vaak curatief (als er zich problemen voordoen) en niet preventief zoals de wet voorschrijft.

- Werkgevers zijn wel bereidwillig verbeteringen aan te brengen aan de werkplek van beeldschermwerkers, als de werknemer daar zelf om vraagt. Werknemers zijn echter vaak niet op de hoogte van de regelgeving als ze een verzoek indienen bij de werkgever tot verbetering van het beeldschermwerk.

Factoren die de effectiviteit in de weg staan

Op basis van de resultaten kunnen we concluderen dat de volgende aspecten de effectiviteit van de wetgeving in de weg staan:

- Onvoldoende bekendheid en kennis van de regelgeving.
- De wetgeving bevat heel specifieke details (de Appendix), die vaak al achterhaald zijn (zie table S2 voor meer informatie).
- Op sommige punten is de wetgeving juist erg open (bijvoorbeeld het artikel over informatie en training), wat het lastig maakt te implementeren en te handhaven.
- De wetgeving concentreert zich met name op de fysieke aspecten van beeldschermwerk. Werkdruk en de organisatie van het werk krijgen te weinig aandacht, zowel in de richtlijn als in bedrijven. Deze aspecten worden door een aantal stakeholders (experts) echter net zo belangrijk als, of misschien wel belangrijker geacht dan fysieke aspecten van het werk, zeker nu de fysieke aspecten veelal wel in orde zijn bij werkgevers.

Mogelijke verbeteringen

De volgende suggesties ter verbetering van de effectiviteit van de richtlijn zijn in het onderzoek naar voren gekomen:

- Hoewel de richtlijn in het algemeen relevant wordt bevonden, heeft de precieze uitwerking ervan wel aanpassingen. De regelgeving zou op sommige punten meer geconcretiseerd moeten worden en op andere punten moeten worden aangepast aan de huidige technologische ontwikkelingen (zie ook Tabel S2).
- Aan werkgevers is gevraagd wat de overheid zou kunnen verbeteren ten aanzien van beeldschermwerk. Betere informatie werd daarbij het vaakst genoemd (door 28%), gevolgd door een vermindering van de wetgeving (26%).
- Het is aanbevelingswaardig meer maatregelen in te zetten om de bekendheid en implementatie van de richtlijn te verbeteren. Volgens onder andere vakbonden en brancheorganisaties is het belangrijk werkgevers te betrekken bij de problematiek rond beeldschermwerk en hen verantwoordelijk te laten voelen voor de risico's die het werken met beeldschermen met zich meebrengt. Deze betrokkenheid en het verantwoordelijkheidsgevoel ontstaat niet als vanzelfsprekend na het invoeren van een wet. Werkgevers- en werknemersorganisaties en brancheorganisaties geven in het algemeen aan dat een precieze uitwerking van de wet zou moeten gebeuren in overleg met de belangrijkste partijen binnen een branche. Zij adviseren "doelvoorschriften" vast te leggen en relevante partijen in elke branche te verplichten deze verder uit te werken. Op deze manier wordt het mogelijk de regelgeving aan te passen aan de specifieke situatie in een branche. Deze zienswijze komt overeen met advies dat wordt gegeven in het SER rapport over de evaluatie van de Arbowet¹.

¹ SER (2005). *Advies: Evaluatie Arbowet 1998*. Den Haag, 17 juni.
http://www.ser.nl/downloadpdf.asp?filename=/_upload/databank_adviezen/b23777.pdf

Tabel S2 Toelichting op de neutrale en negatieve scores in table S1

Nr.	Artikel	Werknemer	Werkgevers	Stakeholders
1	Toepassingsgebied en definities	De Nederlandse wetgeving stelt dat werkgevers ook moeten voorzien in een goede thuiswerkplek als de werknemer (deels) thuiswerkt. Meestal (bij 90%) controleert de werkgever niet of er een goed thuiswerkplek is.	De meeste werkgevers zijn niet bekend met het toepassingsgebied en voor een grote groep is het onduidelijk wat de scope precies is. Het toepassingsgebied omvat in Nederland ook de thuiswerkplek van werknemers. Het is voor werkgevers echter lastig deze te controleren.	De definitie van het toepassingsgebied zou moeten worden aangepast aan de huidige technologische ontwikkelingen binnen organisaties. Flexibele werkplekken, zoals het werken met laptops, krijgt nu onvoldoende aandacht.
3	Analyse van werkplekken (RI&E en individuele analyse)	Werknemers die vinden dat de werkgever meer kan doen ter bescherming van de gezondheid (54%), noemen het vaakst (66%) de analyse van de werkplek als verbeterpunt.	De bekendheid met de regels over risico inventarisatie van psychische aspecten is laag. Ongeveer de helft van de werkgevers doet geen analyses naar psychische aspecten, fysieke aspecten en de ogen.	Zinvol om in de wet op te nemen.
6	Voorlichting en opleiding	Werknemers krijgen niet altijd informatie en maken niet altijd gebruik van de informatie die ze krijgen. 51% noemt meer informatie als verbeterpunt voor de bescherming van de gezondheid.	De wetgeving is niet helemaal duidelijk in wat informatie en training precies inhoudt. Minder dan de helft van de werkgevers is op de hoogte van deze regeling.	Zinvol, maar de regeling is te vaag. Verder zou informatie periodiek moeten worden verstrekt. De regeling zou geconcretiseerd moeten worden, bijvoorbeeld door relevante partijen te verplichten hierover afspraken te maken.
7	Dagindeling van het werk	Door werkdruk niet altijd geïmplementeerd. 31% noemt vermindering van de werkdruk als verbeterpunt.	Niet altijd werkbaar omdat het werk het niet toelaat of omdat werkgevers weinig invloed hebben op de duur van het beeldschermwerk.	Zinvol. In de regeling in het algemeen te veel aandacht voor technische aspecten en te weinig aandacht voor werkdruk, pauzes en de organisatie van het werk. Moeilijk te implementeren als er geen aandacht is voor werkdruk en psychische belasting. Discussie over het nut van de beeldschermtachograaf.
8	Medezeggenschap	-	Bekendheid met dit artikel is laag (bekend onder ongeveer een derde). Meerderheid heeft een medezeggenschapsorgaan. De helft houdt zich ook bezig met zaken rondom beeldschermwerk.	Zinvol om in de wet op te nemen.
9	Beschermen van de ogen	Vaak niet goed geïmplementeerd. Als verbeterpunt noemt 45% een oogtest.	Onderzoek alvorens begin beeldschermwerk, onderzoek op gezette tijden en correctiemiddelen worden niet als zeer relevant beschouwd. Werkgevers zijn bekend met "curatieve" maatregelen, maar weten vaak niet dat tests op gezette tijden en bij aanvang van het beeldschermwerk moeten plaatsvinden. Regelgeving vaak niet geïmplementeerd.	Zinvol om in de wet op te nemen.
a1	Apparatuur	Implementatie is hoger dan de relevantie.	Ongeveer de helft is bekend met dit artikel. Het artikel is goed geïmplementeerd.	Discussie of het zinvol is deze gedetailleerde voorschriften op te nemen. Algemeen advies: geef "doelvoorschriften" en verplicht relevante partijen verdere afspraken te maken, per branche. Regelgeving zou moeten worden aangepast aan huidige technologische stand van zaken. Te veel aandacht voor technische aspecten, te weinig voor hoe de apparatuur/meubilair te gebruiken. Instelbaarheid tafel en kwaliteit van de muis worden niet genoemd.
a2	Omgeving	Regelgeving over warmte en geluid voortgebracht door apparatuur wordt niet als relevant ervaren.	De helft van de werkgevers is bekend met dit artikel.	Zie apparatuur.
a3	Interface computer/mens		Zinvol om in de wet op te nemen. De bekendheid is beperkt (onder een kwart van de werkgevers).	Zie apparatuur. Ergonomisch ontwerp van software is nu sterk onderbelicht.



1 Introduction

1.1 Background

The “Lisbon Strategy¹” led to a debate on the necessity of a revision of the “Acquis Communautaire”, i.e. the total body of EU law accumulated so far. Europe has a need for ‘smart’ legislation, which is effective on the one hand, but does not hinder further economic developments on the other hand. This also affects the legislation concerning occupational safety and health, which aims to protect employees from work related health problems. In order to prepare the according decisions at political level, good policy advice should be based on systematic, evidence based and comprehensive analysis of all relevant aspects. Therefore some European member states decided to conduct a pilot ex-post evaluation of the “VDU Directive 270/90/EEC” (i.e. Visual Display Unit Regulations) to test the potentials of this methodology. This is the first time that an ex-post evaluation, based on thorough empirical investigations including all relevant target groups, has been adopted for the special requirements in the field of OSH legislation. The VDU Directive is the first Directive to be assessed in a pilot evaluation.

Since the introduction of the Personal Computer (PC) approximately 25 years ago, working with display screens increased substantially. VDU work is part of the daily activities at work for 46 percent of the Dutch labour force. Working with display screens is not without risks. Health problems could be developed, such as eyestrain, upper limb disorder, headaches, and fatigue and stress. There are different collective terms for the physical health problems associated with VDU work, for example CANS (Complaints of Arm, Neck, and/or Shoulder), RSI (Repetitive Strain Injury), and ULD (Upper Limb Disorder). Throughout this report we will use the term CANS. To reduce the risks associated with display screen work, the European Union (EU) introduced a special Directive with minimum requirements for safety and health for VDU work (Directive 90/270/EEG) in 1990. Aim of the legislation is to protect workers by reducing the risks associated with display screen work.

The VDU regulations require that employers:

- Undertake a risk assessment to identify any hazards from use of the equipment, and evaluate the risks and their extent
- Undertake any corrective action necessary to reduce the risks identified in the risk assessment
- Provide adequate information and training on the health and safety aspects of the workstation
- Plan the routine of users so that their work on display screens is periodically interrupted
- Consult workers and/or their representatives on matters covered by the regulations
- Provide display screen equipment users, upon request, with appropriate eye and

¹ The Lisbon Strategy intends to deal with the low productivity and stagnation of economic growth in the EU, through the formulation of various policy initiatives to be taken by all EU member states. It broadly aims at making “the EU the world's most dynamic and competitive economy”, which is to be achieved by transforming Europe into the world's largest knowledge based economy by 2010.

eyesight tests

- Provide every user with special corrective appliances (spectacles) when any test shows that such provision is necessary
- Supply equipment, a work environment, and software that meet the requirements of the regulations

Employers and workers in general do not deal with the VDU Directive itself, but with its national transpositions¹. There are, however, only minor differences between the European Directive and the Dutch rules (worked out in the Occupational Health and Safety Act or "Arbowet"). On the following points the Dutch regulations are somewhat concretized:

- In the Netherlands, the regulations apply to employees working with display screen equipment for a continuous period of at least two hours on each working day.
- The Dutch law states that display screen work should be alternated with other work or interrupted by a break *after a maximum of two consecutive hours*.
- The European Directive states that workers should be entitled to an eye and eyesight test, whereas in the Dutch regulations this is formulated a bit broader², namely that employees should be entitled to have an occupational health examination, which at least includes an appropriate examination for their eyes and eyesight.
- It should be made clear that the Dutch Occupational Health and Safety Act requires that employers carry out a Risk Assessment and Evaluation or "RI&E" (Risico Inventarisatie en Evaluatie). This regulation is not based on the VDU Directive. The Dutch VDU regulation concerning a workstation analysis refers to these general requirements, and specifies that the risk assessment should include risks to eyesight, physical and mental strain.
- Note that the regulations concerning VDU work in the Dutch Occupational Health and Safety Act also apply to employees who work at home. In case employees already have a workstation on their own account that complies to the regulations, the employer is not obliged to provide such a proper workstation.

1.2 Research objectives

The aim of the research is to establish a systematic evaluation of the VDU Directive in order to assess the effectiveness of the VDU Directive. The pilot evaluation will in all probability be conducted in the member states partaking in the Working Group (NL, GB, F, D, DK, FIN). The Working Group (consisting of government representatives of the interested member states) established common Terms of References (TOR) so as to realise coherence and consistency in the evaluation. Nevertheless, each member state organises its own national evaluation. In general, the target groups, especially employers and employees, do not deal with the Directive itself, but with its national transpositions. Aim of this research is to assess the effectiveness of the VDU Directive in the Netherlands.

¹ For reasons of simplification in this report we nevertheless speak of the "Directive".

² The Dutch regulations concerning the protection of eyes and eyesight will change at January 1, 2007. The current regulation states that employers should provide an occupational health examination. This will be limited to the obligation to provide employees with an appropriate examination of their eyes and eyesight. Further, the examinations should not only be provided at the commencement of work, but at regular intervals. The new Dutch regulations are thus fully aligned with the VDU Directive.

The core questions are whether the VDU Directive is a standard in decision-making in the target groups and whether the benefits of the Directive are sufficient. The following indicators build the basis for the empirical investigation:

- Knowledge and awareness of regulations specifying the VDU Directive
- Relevance and usefulness for daily work
- Extent of implementation of the specific requirements
- Problems with implementing the requirements, reasons why they have not been implemented, e.g.:
 - Difficulties regarding comprehensibility of articles or parts of articles
 - Articles or parts of articles being irrelevant / unreasonable with regard to practical considerations.
- Cost-benefit estimation

1.3 Research methodology

In order to have sufficient information on the effectiveness of the VDU Directive we collected data among different groups of users and stakeholders. The data collection included three main parts:

- interviews with social partners and experts
- survey among employers
- survey among employees

The report is based on data gathered from the employer and employee survey. Our findings are supplemented by the additional information gained from the interviews with stakeholders. This has allowed us to illuminate, interpret, and in some cases qualify the survey results.

In this chapter we briefly explain the methods used in this research. For details we refer to the appendix (Research methods).

Interviews with social partners and experts

In the field of the regulations on VDU work many stakeholders are involved. We conducted about 25 interviews with stakeholders, including:

- Employer's federations and trade unions (5)
- Labour Inspectorate (2)
- Branch organisations (7)
- Manufacturers and suppliers (3)
- Other Experts (Ergonomics, Health and Safety executives) (9)

For the interviews we used a check-list based on the TOR, including semi-structured questions on the usefulness, feasibility, and relevance of the regulation, the awareness and implementation, and where applicable, the Dutch elaboration of the VDU-Directive.

Survey among employers

Employers are the main actors who are supposed to implement the VDU regulations. A key element of the evaluation is therefore a survey among employers. The survey included an internet survey, and additionally the employers who did not respond were given the opportunity to answer the questionnaire by phone.

The sample of employers was designed to cover all sizes of workplaces but to exclude one-man businesses. The survey covered all industrial sectors with the exception of agriculture and fishery, as it was felt that there is minimum use of display screen equipment in this sector. The unit of analysis chosen for the study was the establishment.

The survey data were re-weighted to make them nationally representative. In the analyses we excluded companies in which employees seldom if ever work with display screen equipment. These companies excluded, the net response was 2.222 employers in total. In the tables presenting the results from the employers' survey throughout the report, the weighted data have been used. Additionally, the unweighted sample sizes are presented in each table.

Survey among employees

Employees might give an other view on the company's policy with respect to working with VDU than employers. Therefore we also performed an internet survey among employees.

The sample of employees was provided by Euroclix, a large internet panel in the Netherlands. Employees never using display screen equipment during worktime, were excluded. In the Netherlands, the regulations apply to employees who work two hours or more at a display screen. We selected 100 employees working less than two hours a day with display screen equipment, whereas the majority of respondents is working two hours or more with display screen equipment. The total net response of the survey was 2006 employees.

1.4 Structure of the report

The structure of the report is as follows. Chapter 2 examines the relevance of the Directive and the extent of the awareness of the VDU regulations among employers and employees. In chapter 3 we look at the workability of the rules. Insufficiency on this point might, for example, be due to shortcomings in the clarity of the regulations, or because it is difficult to implement the Directive in the daily practice of an organisation. The extent to which the regulations are implemented is the focus of chapter 4. In chapter 5 we turn to examine the issues surrounding the benefits and costs of compliance. Chapter 6 focusses on the effectiveness and enforcement of the Directive.

2 Relevance and awareness of the regulation

In this chapter, we first give an overview of the opinions of stakeholders, employers and employees on the relevance of the regulation, taking into account the goals of the Directive and the work situation in organisations. Whether the measures are actually being implemented by employers and whether they are effective for the health and safety of workers will be discussed in chapters 4 and 6. We then turn to the awareness and knowledge of the regulations among target groups, the sources employers use to acquire this information, and how they assess the accessibility of this information.

2.1 Relevance of the regulation

One of the first questions concerning the effectiveness of the Directive, is the relevance of the regulation. We asked stakeholders whether they feel the regulations are necessary taking into account the goals of the Directive, i.e. to reduce the risks associated with display screen work. Additionally, employee and employer respondents were asked whether it is useful to make the current aspects of the law mandatory in Dutch legislation. The results are shown in table 2.1, which gives an overview of the usefulness of the separate articles according to employees, employers, and stakeholders.

Table 2.1 It is useful to make articles mandatory under Dutch legislation, according to employers, employees and stakeholders

	Employers	Employees	Stakeholders
Scope	Partly (47%)*	-	Partly (not always workable)
Analysis of Workstation		-	Yes (but RI&E already in other law)
Eyesight	Partly (53%)		
Physical strain	Yes (60%)		
Mental strain	No (40%)		(needs more attention)
Action plan	Partly (57%)		
Information and training	Partly (57%)	Yes (83%)	Yes (but needs adjustment, too vague)
Daily work routine	Partly (55%)	-	Yes
Worker consultation	Partly (47%)	-	Yes (but already in other law)
Protection of eyes		Yes (77%)	Yes
Examination start VDU work	No (29%)		
At regular intervals	Partly (48%)		
Eye problems due to VDU	Yes (65%)		
Ophthalmologic examination	Partly (58%)		
Corrective appliances	No (38%)		
Annex: Equipment			Partly (out-dated)
Display screens	Yes (60%)	Yes (± 74%)	
Keyboards	Partly (55%)	Yes (± 74%)	
Work surface	Yes (71%)	Yes (± 78%)	
Annex: Environment	Partly (58%)	Partly (± 59%)	Partly (out-dated)
Annex: Operator/computer interface	Partly (41%)	Yes (± 63%)	Partly (software needs more attention)

* Percentage employers/employees that agrees on the statement that it should be mandatory, % ≤ 40 = no; 40 < % < 60 = partly; % ≥ 60 = yes



Almost all stakeholders feel that the responsibility employers have with respect to occupational health and safety for VDU workers should be secured by law. The majority of stakeholders acknowledged the possible harmful consequences of working with display screens and feel that measures are necessary to secure the safety and health of VDU workers¹. Some stakeholder pleaded for a uniform European registration system of the extent and nature of VDU related problems in Europe, in order to have a firm basis for policy measures. A few stakeholders² question the seriousness of the health problems related to VDU work. They argue that the attention for VDU related health problems was nothing more than a hype and that the problems related to VDU work are in fact marginal. According to these stakeholders, specific regulations regarding working with display screen equipment is unnecessary.

Most stakeholders agree on the relevance of the separate articles of the regulation, i.e. the articles on the analysis of the workstation, information and training, daily work routine, workers consultation and protection of workers' eyesight are considered to be useful and should be included in the law. Nevertheless, opinions differ on how details should be worked out to make it workable and effective (see for example chapter 3 and 6). The relevance of the Annex of the Directive is, however, a point of discussion (see below).

About half of the employers consider it to be useful to make the articles on the analysis of the workstation, information and training, daily work routine, and worker consultation mandatory under Dutch legislation. Health examinations at the commencement of work, the provision of corrective appliances, and risk assessments specifically devoted to mental strain, are less often viewed as being useful. Moreover, the aspects of the Directive that are best known among employers (see section 2.3), are also the instruments that are assessed by employers as being most useful to make mandatory under the VDU legislation.

In general, employees find it more useful to make the instruments mandatory than employers do. Three-quarters of the employees (77%) think the articles on protection of eyes and eyesight are useful, and 83% feels that information and training should be mandatory under Dutch law. Also the annexes of the Directive are generally viewed as useful by the majority of employees.

Annex

Over half of employer respondents and the majority of employee respondents consider it to be useful to make the current aspects of the Annex mandatory under Dutch legislation. The annex of the Directive include for example the specific ergonomic requirements for display screens, keyboards, lighting, and software. See for an overview of the results Annex 5 (employers) and 6 (employees).

Nevertheless, according to several stakeholders (in particular "other experts", manufacturers, and employers' federations) the Directives' articles on technical aspects of VDU-work are out-dated. As it stands now, the appendices are therefore not relevant for the current situation within organizations. For example, the norms that are presently applied by manufactures and employers for display screens go far beyond the norms stated in the VDU Directive. A rule such as "the image of a screen should be stable, with no flickering" (see Ap-

¹ Employers' federations and some branch organizations in general opt for less regulations, while trade unions and other experts generally think that the regulations are necessary.

² We refer to an employers' federation and a branch organization.

pendix) is not an issue anymore and other, more sophisticated, terms and norms are applied to the quality of a display screen. Further, too much attention has been given to the technical ergonomic details, while too little attention is given to how to use the equipment in the right way.

Opinions differ on the relevance of including detailed rules and regulations as in the appendices. Some stakeholders, for example trade unions, feel that employers will always have economic incentives to buy cheap furniture, computer screens, and so on. A detailed description of the requirements of a workplace is necessary to help employers buy ergonomically reliable equipment. Moreover, with an eye toward European harmonization, it might be useful to provide a detailed list of requirements, since in other countries companies might not tend to buy solid equipment without detailed rules and regulations. Other stakeholders though, for example employers' federations and branch organizations, point out the difficulty of making a complete, detailed, up-to-date list of all requirements for equipment and furniture. Technical aspects of VDU-work especially change very quickly. If a detailed description of equipment is part of the regulation, the regulation needs to be adjusted regularly and more frequently than it has been so far.

Trade unions, employers' federations and branch organizations generally state that precise elaboration of the rules should be done in cooperation with the main stakeholders within each branch, i.e. employer-s and employee organisations, and the labour Inspectorate. Their advice would be to make global regulations and oblige other relevant parties to make further agreements in each sector. In this way, the relevance of the articles will improve because it will be possible to adapt regulations to specific situations within each sector.

Specifications in the Dutch legislation

In the Netherlands the VDU law only applies to employees who work with display screens for at least two hours a day. Stakeholders generally agree that it is not necessary to apply the measures to employees who hardly ever work with display screens and agree with this specification. On the other hand it is suggested that in practice it is difficult to apply a precise distinction between employees who work more and employees who work less than two hours a day on a display screen (see also chapter 3), for example because this varies strongly per working day or week. One stakeholder argues that the law is relevant as soon as an employee is *dependent* on the display screen for performing his or her work properly. For example, an employee who needs the information on a display screen only a couple of times a day, but is unable to read it, is hindered in his or her performance. In this case the regulations on, for example, eyesight testing and the clarity of the characters on the screen are also relevant for employees who work less than two hours a day on a display screen.

Further, in the Netherlands the VDU legislation states that display screen work should be alternated with other work or interrupted by a break after a maximum of two consecutive hours. Some stakeholders argue that a scientific foundation is lacking for statements on the optimal frequency of breaks. As a consequence, the rules are not convincing and therefore not taken seriously by the target groups. Other stakeholders argue that concretizing of the law is necessary, even when there is no "hard" evidence, for the clarity and implementation of the regulations.

2.2 Awareness of the regulation

In this paragraph we examine the knowledge and awareness of regulations specifying the VDU Directive among target groups. All employer survey respondents were asked whether they are aware of the European Directive on occupational health and safety with respect to VDU-work and the Dutch regulations on working with display screens. Over half (61%) of the employer respondents are aware of special legislation on working with display screens, 34% said they were not (and additionally 6% does not know whether they are aware of the legislation). Just a small part of the employers (16%) knew that the Dutch legislation governing work with display screens involves the implementation of the European Directive.

The knowledge of the VDU regulations increase with the size of the organisation. Moreover, organisations in which a small percentage of employees (less than a quarter) work two hours or more with display screens, are generally less aware of the regulations than other organisations.

For some measures there seems to be an association between the awareness of the regulation in general and the implementation in specific (see crosstables in the attachment). For example, employers aware of the regulations, more often implemented risk assessments, training and information for employees, and adjustments to the workstation. For the provision of eye-tests and corrective appliances, however, awareness of the regulations does not seem to be of great influence. The same holds for the implementation of the article on daily work routine (the Dutch "two-hour-rule"), and on employee consultation¹. Companies aware of the Dutch VDU legislation as well as of the fact that the Dutch legislation governing work with display screens involved the implementation of the European Directive, generally implemented the rules most often.

Employees are somewhat less aware of the regulation than employers are. Almost half of the employees (49%) are aware of special legislation governing work with display screens, whereas 47% is not (and additionally 5% does not know whether they are aware of the legislation). A minority of employee respondents (9%) knew that this involved the implementation of the European Directive. Employees who are aware of special VDU legislation submitted more often a request to their employer to improve their work conditions in connection with the prevention of CANS than employees who are not aware of the regulations. Employees' awareness with the regulation does not differ substantially with the size of the organization.

Table 2.2 Awareness of the VDU regulations (employers and employees)

	% employers	% employees
I didn't know there was special legislation governing work with display screens	34%	47%
I knew that the occupational health and safety legislation included rules about working with display screens, but I was not aware of the European Directive	45%	40%
I knew that the Dutch legislation governing work with display screens involved the implementation of the European Directive	16%	9%
Don't know	6%	5%
Total	2022	2006

¹ The reason for this might be that the awareness of these particular articles are generally lower (see section 2.3), or that they are difficult to implement (especially the article on daily work routine, see chapter 3).

Awareness of the *European Directive* appears to be low among employees as well as employers. According to stakeholders it is, with an eye to the implementation of the Directive in the Netherlands, not of great importance whether target groups know that the Dutch regulation involved the implementation of the European Directive. Nevertheless, it shows that "Europe" is very far from the experiences of the Dutch target groups. Apparently, many people are unaware that "Europe" engages in Occupational Health and Safety in the Netherlands.

Manufacturers of display screens and furniture are generally well aware of European and Dutch regulations. Due to competition on the market they need to be ahead of new developments. Conformation to the latest norms and regulations is generally a good selling point. Manufacturers use, for example, norms indicated by: NEN (Dutch), EN (European) or ISO (global). However, in our interviews manufacturers do not seem to be aware of the VDU Directive in particular. According to several stakeholders (in particular "other experts", manufacturers, and employers' federations), the technical aspects of VDU-work included in the Annex of the Directive are out-dated and therefore in itself not relevant for the computer and related furniture market.

2.3 Knowledge of the articles of the regulation

In the opinion of most stakeholders, companies are generally aware that they are supposed to "do something" with the Dutch Occupational Health and Safety Act, even though they are not acquainted with the law in detail. They assume that some items in the regulation are generally known, whereas the awareness of other subjects is particularly low. In this paragraph we examine which articles of the Directive are well known by employers and which articles are not.

Knowledge per article

We asked all survey respondents whether they think aspects are mandatory under the Dutch law governing work with display screen equipment. We listed the aspects in Table 2.3 from well known to less known¹.

¹ See for more detailed information on the association between awareness and implementation the crosstabs in the appendix.

Table 2.3 Do you think these aspects are mandatory under the VDU regulations (employers, n = 1920)

		Yes, it is mandatory	Don't know
1	The furniture must be adjustable to the height of the user	71%	20%
2	A risk assessment specifically devoted to physical strain	65%	22%
3	Display screen work must be alternated with other work or interrupted by a break after a maximum of two consecutive hours	62%	25%
4	Employees who display symptoms of an eye disorder that may be related to display screen work should be allowed to have an occupational health examination	57%	32%
5	Specific ergonomic requirements for lighting, the incidence of light, noise, heat and humidity	53%	28%
6	The formulation and implementation of an action plan for dealing with risks, based on a risk assessment	52%	34%
7	Specific ergonomic requirements for display screens: the image on the screen must be stable, the characters must be clear and large enough, the screen must be free from glare or reflection and the screen must be freely movable and easily adjustable	52%	31%
8	Employees should be allowed to have an ophthalmological examination (an examination by an ophthalmologist) if the circumstances warrant it	44%	40%
9	Specific ergonomic requirements for keyboards: the keyboard can be tilted, it must have a mat surface and the symbols on the keys must have sufficient contrast and be easily legible	44%	31%
10	A risk assessment specifically devoted to eyesight	43%	37%
11	Employees should be given information and training concerning the risks of display screen work	40%	38%
12	The legislation concerning display screen work only applies to employees who work with display screens for at least two hours a day	36%	42%
13	Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work	32%	43%
14	Employees should be allowed to have occupational health examinations at regular intervals	32%	43%
15	A risk assessment specifically devoted to mental strain	29%	40%
16	Specific ergonomic requirements for software: the software is designed for the task to be performed and the user, is easy to use and comes with instructions on how to use it	25%	43%
17	Employees should be provided with corrective appliances for their eyes if it is necessary and the normal corrective appliances are inadequate	25%	44%
18	Employees who are starting to work with display screens for the first time should be allowed to have an occupational health examination	16%	49%
19	Employers should provide a good workstation for employees who work at home if they don't already have one	16%	33%

Employers appear to be most aware of the physical aspects of the requirements on working with display screen equipment. Almost three quarters (71%) of the employees think it is mandatory that furniture must be adjustable to the height of the user. Note that requirements of adjustment of the work table is not as such included in the Directive.

It is notable that the Dutch specification of the article on daily work routine - the two hours rule - is known by a significant part of the employers (62%).

The requirements on risk assessments are reasonable known, in any case for physical strain (65%) and eyesight (43%), but less known for mental strain (29%).

With respect to the protection of workers' eyes and eyesight, employers appear to be most aware of curative measures. For example, over half of the employers (57%) know that an occupational health examination is required when employees display symptoms of an eye disorder that may be related to display screen work. Few employers (32% and 16% respectively), however, are aware that the law requires a health examination at regular intervals, and when employees start working with display screen equipment for the first time.

The specific ergonomic requirements (which are part of the annex of the Regulation) are best known for the work environment (53%) and display screens (52%) and reasonably known for keyboards (44%), but less known for software (25%).

Only a small part of the employers (16%) is aware that the Dutch occupational Health and Safety Act also applies to employees working at home.

The results include a small number of companies (n = 81) in which employees work less than two hours a day with display screens, and to which the VDU regulations as such do not apply. In these organisations the awareness of the articles is generally somewhat lower (but in approximately the same order) than in the companies to which the regulations do apply¹. These organisations are also less aware that regulations only apply to employees working with display screen equipment for at least two hours a day.

Scope of application of the legislation

The legislation does not cover all display screen workers. Certain display screen equipment (for example drivers' cabs and transport related onboard computer systems) are not covered by the legislation. In the Netherlands, the same holds for employees who work with display screen equipment for less than two hours a day. The majority of employers (65%) are not aware of precise scope of application of the legislation. The legislation also states that the law does not apply to "portable systems not in prolonged use at a workstation". According to stakeholders, it is confusing how the legislation applies to employees working with laptops. Unknown is also whether temporary workers are treated the same as employees with a permanent position when it comes to VDU related measures.

Table 2.4 View on the current scope of application of the legislation (employers)

	%
I don't know the precise scope of application of the legislation	65%
It is currently unclear which employees are or are not covered by the legislation	19%
I have no comment to make on the current scope of application	20%
I think that the law should apply to more employees/equipment	1%
I think that the law should apply to fewer employees/less equipment	1%
Don't know	1%
Total	1856

Multiple answers per respondent

¹ Note that the number of these companies is low, the results should thus be interpreted with caution.

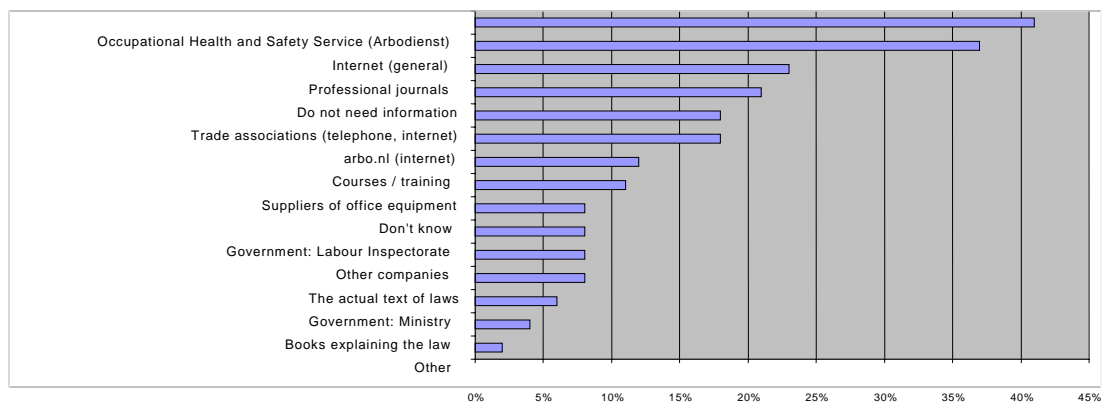
2.4 Sources of information

Some stakeholders (a trade union and the Labour Inspectorate) indicated that employers themselves might not in detail be acquainted with the law, but they usually keep themselves informed by the Occupational Health and Safety Service (Arbo-dienst). In the Netherlands, the Risk-Assessment and Evaluation (of organizations with more than ten employees) has to be reviewed by a certified expert, for example an Occupational Health and Safety Service. When the Service observes risks related to VDU work, they will bring the regulation to the employers' notice and in this way the company is kept informed. Furthermore, the extent to which an organisation is aware of the regulations depends on its professionalism on occupational health issues. Organisations who employ, for example, occupational health experts are more aware of the regulations than companies in which the personnel department holds the subject as an additional task. Subsequently, the awareness of the regulation increases with the size of the company.

Health and Safety Executives are the most common source of information concerning display screen equipment regulations for employers, of which 41% used them for advise. The second most popular source of information was the internet in general, used by 37% of the employers. Other popular sources are professional journals (23%), "www.arbo.nl" (18%) and trade associations (18%). Less than 10% of the employers used the government (the Ministry and the Labour Inspectorate) as a source of information.

Small organisations relatively often state that their company does not need information on VDU regulations. This holds for companies with less than 10 employees especially, but also for companies under 50 employees. Larger organisation more often make use of almost all sources of information mentioned in the table.

Figure 2.1 Sources of information about VDU regulations used by employers (employers, n = 2032)



Multiple answers per respondent

Accessibility of the information

In general, most employers describe the situation regarding the access to information as good (24%) or adequate (39%), a small group considers it to be fair (12%) or poor (5%). One fifth (21%) of the respondents did not have (or give) an opinion on the accessibility of information concerning work with display screen equipment.

2.5 Conclusion

Almost all *stakeholders* agree on the relevance of the VDU Directive and all the separate articles, i.e. the articles on the analysis of the workstation, information and training, daily work routine, workers consultation and protection of workers' eyesight are considered to be useful and should be included in the law. Nevertheless, opinions differ on how details should be worked out to make it workable and effective (see for example chapter 3 and 6). About half of the *employers* consider it to be useful to make the current articles of the Directive mandatory under Dutch legislation. However, health examinations at the commencement of work, the provision of corrective appliances, and risk assessments specifically devoted to mental strain, are less often viewed as being useful. In general, *employees* find it more useful to make the instruments mandatory than employers do.

The relevance of the Annex of the Directive is a point of discussion. Employee and employer respondents are generally under the impression that the rules in the appendix are useful to include in the law. Opinions of stakeholders differ on the relevance of including detailed rules and regulations in the appendices. Further, they argue that the appendices are out-dated and need adjustment to the current technological developments. Trade unions, employers' federations and branch organizations generally state that precise elaboration of the rules should be done in cooperation with the main stakeholders within each branch. Their advice would be to make global regulations and oblige other relevant parties to make further agreements in each sector. In this way, the relevance of the articles will improve because it will be possible to adapt regulations to specific situations within each sector.

Awareness among employees and employers of the *European Directive* is low. The Dutch regulation governing work with display screen equipment is, however, known among a small majority (61%) of employers. Half of the employees (49%) are aware of special legislation governing work with display screen equipment.

Employers usually keep themselves informed by the Occupational Health and Safety Service (Arbo-dienst). Employers appear to be most aware of the physical aspects of the requirements on working with display screen equipment (adjustable furniture, risk assessment for physical strain, ergonomic requirements for display screens). For some subjects the awareness is particularly low, for example: mental strain, software, preventative examinations (at regular basis and at commencement of VDU work), and working at home. Further, the majority of employers (65%) is not aware of the precise scope of application of the legislation, this also includes the Dutch rule that states that the law only applies to employees working with display screen equipment for at least two hours a day.

3 Workability

Although the regulation itself is relevant to protect the health and safety of employees, it might possibly not be workable within the organisations themselves. This could be due, for instance, to shortcomings in the clarity of the regulations, or because the regulations are often difficult to implement in the daily practice of an organisation. This chapter focuses on problems that occur with the clarity and workability of the regulation.

3.1 Obstacles in complying with the legislation

All employer survey respondents were asked whether their company encountered any obstacles in complying with the legislation concerning display screen work. Over half of the employers (57%) did not encounter any obstacles. Though this percentage also applies to companies who state that they are not aware of the regulations concerning VDU work. The most frequently issued obstacles are unfamiliarity with the legislation (15%), and the extent of the legislation (10%). Furthermore, 8% of the employers feel that the requirements are not clear. Another 8% feels that it will be very expensive to comply with the legislation. The answers do not differ substantially with the size of the company.

Table 3.1 Did you encounter any obstacles in complying with the legislation (employers)

	%
No, my company has not encountered any obstacles	57%
Yes, my company is not sufficiently familiar with the legislation	15%
Yes, the legislation is too extensive	10%
Yes, the legal requirements are not clear	8%
Yes, it will be very expensive for us to comply with the legislation	8%
Yes, my company must go to a great deal of trouble (administratively, physically) to comply with the legislation	5%
Yes, circumstances (mergers, reorganizations) have made it difficult for us to comply with the legislation	2%
Other	2%
Don't know	11%
Total	1863

Multiple answers per respondent

Additionally, all employer survey respondents were asked what improvements they would like to see from the government with respect to display screen work. Better information was the most requested improvement (by 28%), followed by a reduction of legislation (26%).



Table 3.2 What improvements would you like to see from the government concerning display screen work (employers)

	%
Better information	28%
Less legislation	26%
None	24%
More subsidies	23%
More information about legislation	19%
Exemption from the rules for certain companies	16%
Greater transparency	15%
Don't know	12%
Other (please specify)	3%
More legislation	1%
Total	1862

Multiple answers per respondent

A lack of information about the legislation seems to be a problematic issue. However, as we have shown in the former chapter, most employers are content with the accessibility of the information they use. It remains, therefore, unclear what sort and source of information would satisfy employers' needs and would be most effective.

3.2 Scope and definitions

All employer survey respondents were asked about their feelings with respect to the current scope of application of legislation. The vast majority of employers (65%) don't know the precise scope of application of the legislation (see also chapter 2). For another 19% it is currently unclear which employees are and are not covered by the legislation.

Some stakeholders point that definitions of the scope of the regulations should be adjusted to the current (technological) situation. Mobile display screens and flexible workstations especially (e.g. notebooks), currently receive insufficient attention in the regulation.

Specifications in the Dutch legislation

The Dutch VDU legislation only applies to employees working two hours or more a day on a display screen. According to most stakeholders, it is usually quite clear when the VDU legislation should apply. In a few sectors only (Call Centre Sector, Banking sector), the definition of the scope of the legislation has led to some discussion. Further, the Dutch occupational health and safety act also applies to employees who work at home. An employer should provide a good workstation for employees working at home who do not yet have a proper workstation. The workability of this rule appears to be open for debate to some stakeholders (especially branch organisations and employers' federations). In the first place because it is difficult or even unfeasible for an employer to check the home situation of an employee. The employer has been given the responsibility for the home situation of the employee, but it is 'not done' in terms of privacy regulation to actually visit the home of an employee and verify the quality of the workstation. In the second place, costs for the employer will be too high. Depending on the reason why an employee works at home, the responsibility of the employer who orders an employee to work at home is clearly less disputable than when it is requested by the employee him/herself. Apart from the workability of

the regulation for employees working at home, the relevance is generally not open for debate. Most stakeholders would agree that the quality of a workstation at home is important for the health and safety of employees.

3.3 Providing information, eye-tests, and workstation analysis

The VDU regulations require that employers undertake:

- carry out a workstation analysis¹ to identify any hazards from use of the equipment
- provide adequate training on the health and safety aspects of the workstation, and
- take specific measures to protect the workers' eye and eyesight.

For each of these parts of the regulations, the employer survey respondents were asked whether the regulations are understandable and provide enough information, and whether they can be implemented effectively. Table 3.3 shows the percentage of employers who feel that these specific parts of the regulation are *unclear* and *not workable*.

Table 3.3a Is the regulation clear (employers)

	Unclear
Information and training (n = 1948)	36%
Eyes and eyesight (n = 1889)	31%
Risk assessment (RI&E) (n = 1032)	18%

Table 3.3b Is the regulation workable (employers)

	Not workable
Information and training (n = 1948)	16%
Eyes and eyesight (n = 1889)	14%
Risk assessment (RI&E) (n = 1032)	12%

About a third of the employers feel that the article on information and training (36%) and the article on eyes and eyesight (31%) do not clearly indicate what the measures are supposed to contain. Nevertheless, a minority (16% and 14%) are of the opinion that these articles are not workable. The regulation on Risk Assessment and Evaluation is the least problematic to understand and implement. This question, though, was asked only to those companies who had already implemented a Risk Assessment and Evaluation, which makes the results difficult to compare.

According to some stakeholders (especially trade unions) the regulation on information and training (employees shall receive information "on all aspects of safety and health") is too vague, which make it difficult to implement and enforce. According to these stakeholders, regulations should be concretized, for instance by obliging relevant parties (i.e. trade unions, employers' federations, labour inspectorate) to make further agreements.

¹ Note that based on the Dutch legislation a Risk Assessment and Evaluation (RI&E) is a necessity in all sectors for all relevant risks and therefore already includes a risk analysis for working with VDU (see chapter 1).

3.4 Daily work routine

Some stakeholders argue that the regulations on daily work routine might be difficult to implement in daily work practice. Some branch organizations, for example, argue that the employees in their sector are often passionate workers more occupied with finishing a task than caring for breaks and interruptions. It has also been argued that the organisation of the work is more important than a rule on taking breaks. Information of employers to their employees concerning breaks and doing exercises to prevent them from VDU related health problems, is often contradictory with the message that they need to finish their tasks in time. Quite a few stakeholders (e.g. Labour Inspectorate, branch organisations, other experts) feel that the VDU Directive has too little attention for the prevention of stress and work pressure, which seems to be a necessary condition for making the rule on daily work routine workable.

The Dutch regulations on daily work routine state that display screen work should be alternated with other work or interrupted by a break after a maximum of two consecutive hours ('two hour rule'). A number of stakeholders argue that this concretizing of the law benefits the clarity and workability of the regulation. In this view, it is not really important if the regulation might not or cannot be precisely observed, i.e. one quarter of an hour more or less does not make that great a difference. Important is that employers have a clear guideline to work with and will probably come closer to good implementation than when the law only stated that display screen work should be "periodically interrupted".

Employer survey respondents were asked whether the rule that employees may not work at a display screen for a continuous period of more than two hours, can be adequately implemented within their organisations. Over half of the employers (57%) report that the rule can be implemented effectively, a quarter (26%) of the employers considered it not to be entirely workable, and 15% not workable at all. The reason mentioned most frequently (by 67%) in this respect is that the work does not allow implementation of the rule. Another 30% has little control over their employees' working hours at a display screen, and 24% does not really know how much time their employees spend behind the computer.

Table 3.4 Why is the 'two hours rule' difficult to implement (employers)

	%
The work does not allow it	67%
We have little control over how long employees work continuously at display screens	30%
We don't really know how long employees work continuously at display screens	24%
It is bad for the business	9%
The legislation is not clear at this point	6%
Other reason	6%
Don't know	0%
Total	884

Multiple answers per respondent

A significant part of employee survey respondents (41%) indicates to be regularly working for more than two consecutive hours on a display screen. Main reason for not (always) taking a break is that the work does not allow it (44%), for example, because of deadlines or work pressure. Employees also report that often they prefer to work on (30%) and that they always forget to take a break (29%).

Table 3.5 Reasons for not taking a break after two hours display screen work (employees)

	%
The work does not permit it (for example, because of deadlines or work pressure)	44%
I am not interested in taking a break / I prefer to work on	30%
I always forget	29%
There are no natural breaks in the work that I do	16%
I don't find it necessary	16%
My employer does not encourage it	11%
Other reason	3%
Don't know	2%
Total	1681

Multiple answers per respondent

3.5 Conclusion

Employers mention unfamiliarity with the regulation as the most frequently issued obstacle to comply with legislation. Only a few employers experience a lack of clarity as an obstacle for implementation.

The majority of employers are not aware of the *scope* of application and find it unclear which employees are and are not covered by the legislation. Most stakeholders, however, feel that in practice it is usually quite clear whether the law applies or not. Some stakeholders argue that the definitions of the scope of the regulations should be adjusted to the current technological situation. Mobile display screens and flexible workstations (e.g. notebooks, etc.) receive insufficient attention.

The article on the *analyses of the workstation* is generally considered as being clear and workable.

According to stakeholders the article on *information and training* is somewhat vague. To make this regulation workable it should be more concretized, either by concretizing the regulation, or by obliging relevant parties to make further agreements, for example per sector. Employer respondents also find that the legislation on this point does not make it clear precisely what information and training should be provided.

The workability of the article on *daily work routine* is sometimes problematic. The main reason for difficulties with implementation of the rule is that the work often does not allow it, for example, because of deadlines or work pressure (according to employees and employers). Quite a few stakeholders feel that the VDU Directive has too little attention for the prevention of stress and work pressure, which seems to be a necessary condition for making the rule on daily work routine workable.

The article on the *protection of workers' eyes and eyesight* is considered as being somewhat unclear (according to employers), but is generally workable.

4 Implementation

In this chapter we focus on what employers have done in terms of requirements of the VDU Directive. We examine the extent to which they implemented the articles on:

- the analysis of the workstation
- information and training
- daily work routine
- worker consultation and participation
- protection of workers' eyes and eyesight
- the annex of the regulation

Note that employers might have implemented the measures, but not *because of* the regulation. The effectiveness of the regulation will be discussed in the next chapter.

4.1 Analysis of workstations

The Directive requires that employers shall perform an "analysis of workstations" in order to evaluate the safety and health conditions, particularly with regard to possible risks to eyesight, physical problems, and problems of mental stress. Note that in the Netherlands, the Occupational Health and Safety Act (Arbowet) requires that employers carry out a Risk Assessment and Evaluation or "RI&E" (Risico Inventarisatie en Evaluatie). This regulation is not based on the VDU Directive. The Dutch VDU regulations, however, specify that the risk assessment should include risks to eyesight, physical strain and mental strain. In the following we first focus on the analysis of workstation of individual employees, and then turn to the implementation of the RI&E.

Workstation and working routines of individual employees

All employer survey respondents were asked to what extent three aspects of the workstation and working routines of *individual* employees are investigated, namely risks of psychological work strain (stress), risks to eyesight, and danger of CANS¹. We also asked employees to what extent their organisation devotes attention to these aspects.

Table 4.1 The extent to which three aspects of workstations and work routines of individual employees are investigated (employers)

	Stress	Eyesight	CANS
They are not investigated	46%	47%	42%
If there is a reasons to do so	23%	23%	26%
At regular intervals	15%	11%	14%
At the commencement of employment	12%	11%	11%
Don't know	9%	11%	10%
Total	1917	1917	1917

Multiple answers per respondent

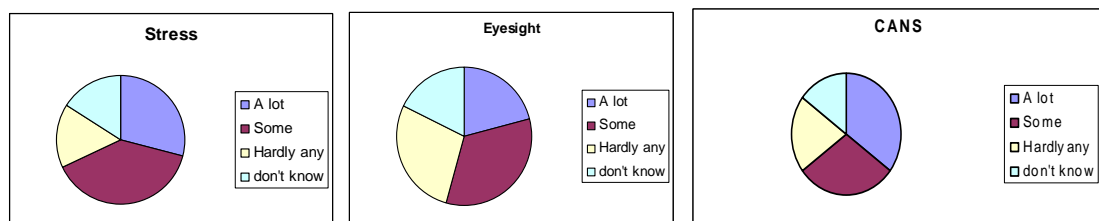
¹ The collective term CANS (Complaints of Arm, Neck, and/or Shoulder) is used in this report for VDU related physical health problems. See also the introduction.

Almost half of the employers report that these aspects are not individually investigated. About a quarter only investigates possible problems when there is a reason to do so. A minority (11% to 15%) examines at regular intervals and / or at the commencement of employment. Less attention is paid to these aspects in organisations in which employees work less than two hours a day on a display screen¹. The answers of employees give more or less the same impression, although they assess the attention for stress and CANS a bit higher. The results show that the implementation of this article usually occurs *curative*, and not *preventive* as the law prescribes.

Risk Assessment and Evaluation (RI&E)

Of the employer survey respondents 31% carried out a Risk Assessment and Evaluation (RI&E) and had it reviewed by a certified Occupational Health and Safety Service. A significant part of the employer respondents (45%) did not carry out a risk assessment at all. This percentage, however, is dominated by small organizations (less than 10 employees), of which 52% did not carry out a Risk Assessment. Organizations with 10-50 employees did not carry out a Risk Assessment in 21% of the cases, neither did 10% of the organizations with 50-100 employees, and 5% of the organizations with over 100 employees did not perform a Risk Assessment. Smaller organizations also declare more often not to have carried out the Risk Assessment because they did not know they were obliged to and because they had never heard of a Risk Assessment before.

Figure 4.1 Attention of stress, eyesight and CANS in Risk Assessment (employers, n =1167)



The majority of employers (around 60%) who carried out a Risk Assessment and Evaluation, paid at least some attention to the risks of psychological work strain (stress), risks to eyesight, and danger of CANS.

Appropriate measures

The Directive prescribes that employers shall take appropriate measures to remedy the risks found, on the basis of the evaluation. In the Netherlands, this is both specified in the general regulations on the RI&E (see above), and in the regulations that specifically apply to VDU work.

Of the employer survey respondents 43% report that changes have been made to the employees' workstation or working routines in the last two years in connection with the health risks of display screen work. Mostly this implied different computers, screens, mice, and so on (77%), different furniture (65%), different lighting (29%), or improvement to climate, humidity, heat, etc. (29%). A minority of employers improved on changes in the organisa-

¹ Note that the number of these organizations is small, the results should be interpreted with caution.

tion of work (16%), software to remind the user to take regular breaks (14%), reduction of workload (10%), and reduction of noise nuisance (6%). In general, larger organisations more often made changes to the workstations or working routines of their employees, whereas small organisations (less than 10 employees) did often not make any adjustments at all. Moreover, organizations to which the VDU regulations officially do not apply (no employee works more than two hours a day on a display screen), made less adjustments than other organizations.

In about a fifth of the cases (20%) the changes were made in response to a risk assessment. The most frequently issued reason to improvements (50%), however, was the request of individual employees. Employers who did not make changes in the last two years, mostly did so because they assume that the workstations still comply with the legislation (28%), the risk assessment did not identify any need for changes (22%), or because employees have not requested it (19%). See for further details chapter 6 (Effectiveness and enforcement).

4.2 Information and training

Regulation prescribes that workers should receive information on all aspects of safety and health relating to their workstation. Furthermore, every worker should receive training in use of the workstation before commencing work with display screen equipment and whenever the organization of the workstation is substantially modified.

Implementation of information and training

To all employer and employee survey respondents we asked whether workers received:

- Information on how to prevent the health risks associated with display screen work.
- Instructions on how to arrange their workstation in such a way that health problems are avoided. This refers to information on aspects such as the proper height of the desk and the chair and the distance they should sit from the screen and keyboard.
- Information on how they can reduce the health risks associated with display screen work, for example by taking breaks, doing exercises, and installing special software.

The table below shows the results for employers. The results of employees and employers gave approximately the same impression on the implementation of these aspects (see appendix for the details). A large part of employers (37% to 48%) did not provide information and training. For some employers (28%) the reason for not giving (complete) information was that they feel there is not enough display screen work in their organisation. A significant part of the employers, however, never considered providing information (32%), because they never got around to it, or that it was not a priority (22%), or that they simply don't know why it hasn't been done yet (15%). Only a small part of the employers find it difficult to implement these regulations, for example because there is no sufficient capacity or time (10%), because the legislation is unclear (7%), or because it would cost too much (6%).

The extent to which employers provided employees with information and training depends on the size of the organisation. For example, organization with more than 100 employees, gave on average more than half (55%) of the employees instructions on how to arrange their workstation in such a way as to avoid health problems. The more hours a day employees work with display screens, the better they are informed. Organisations in which all em-

employees work less than two hours on a display screen each working day, implemented the regulations less often than other organisations¹.

Table 4.2 Implementation of information and training (employers)

	Information on risks	Ergonomic Instructions	Preventive information (breaks, exercises)
Yes	24%	36%	33%
Some	24%	24%	24%
No	48%	37%	39%
Don't know	4%	3%	4%
Total	1965	1964	1800

Type of instructions

Employee respondents indicated whether their employer gave them instructions on how to arrange their workstation to avoid health complaints. Almost half of the employees (45%) did not receive instruction. A quarter (24%) of the employees received instructions by somebody at their workstation, which seems to be the most common way to instruct workers. Brochures and leaflets also appear to be common instruments to instruct employees on how to arrange their workstation, especially in larger organizations. Telling the employee personally is also a frequently used method, particularly among small organizations.

Table 4.3 Have you been given instruction, and in what way (employees)

	%
No	45%
Yes, somebody came to my workstation to give instructions	24%
Yes, in a brochure or leaflet	10%
Yes, I was told	10%
Yes, when I started working with a display screen	9%
Yes, via intranet	8%
Yes, in some other way	5%
Yes, I receive instructions at fixed intervals	3%
Yes, I received training	3%
Yes, I attended a course	2%
Don't know	1%
Total	2006

Multiple answers per respondent

Implementation of the instructions by employees

A third of the employees that received information or instructions from their employer on how to reduce the health risks of display screen work, actually use the information, whereas 52% uses it partly. The larger the organisation, the less likely it will be that employees actually use the information they received.

Employees not actually using the information they received from their employer most often say this is because: it has no priority so long as they don't have complaints (37%), the work does not allow it (23%), or because they don't find it necessary (23%).

¹ Note that the number of these organizations is small, the results should be interpreted with caution.

Some stakeholders argue that employees should be able to adjust the height of their chair and table by themselves and that such adjustments should be made easier for them to perform. Now, often a specialist or special equipment are needed to adjust the work station.

Table 4.4 Why don't you actually use the information on VDU work (employees)

	%
It's not a priority for me so long as I have no complaints	37%
The work doesn't allow it (for example, because of deadlines and work pressure)	23%
I don't find it necessary	23%
My employer doesn't encourage me	18%
It takes too much time or effort	17%
I keep forgetting it	15%
Other reason	11%
I don't know what I'm supposed to do	2%
Don't know	1%
Total	196

Multiple answers per respondent

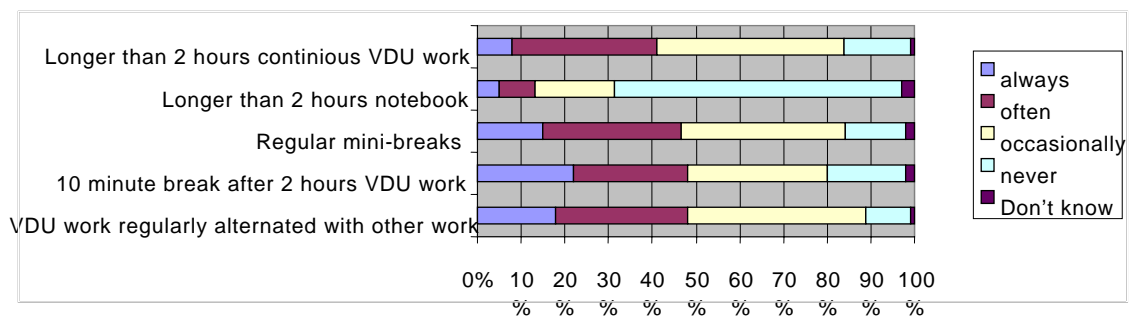
4.3 Daily work routine

The employer must plan the worker's activities in such a way that daily work on a display screen is periodically interrupted by breaks or changes of activity reducing the workload at the display screen. In the Netherlands it is specified that display screen work should be alternated with other work or interrupted by a break after a maximum of two consecutive hours.

Implementation of daily work routine

About half of the employees always or often alternate display screen work with other work, take a break after doing VDU work for two hours, and regularly take a mini-break. However, about half of the employees report that breaks (mini-breaks, ten minutes break after two hours VDU work, and alternation with other work) never or occasionally occur. A significant part of the employee survey respondents (41%) indicated to regularly work more than two consecutive hours on a display screen. A minority of employee respondents (13%) often or always work longer than two hours a day with a laptop or notebook.

Figure 4.2 Implementation of daily work routine (employees, n = 2006)



Employers approximately give the same impression. More than a third (39%) of the employers declare that employees in their organisation often or regularly work for more than

two hours without interruption at display screens. For the majority (59%) this happens occasionally or never. In larger companies employees appear to work more often without breaks than employees in smaller organisations. Organisations with a small number of employees working regularly with display screens have implemented this regulation more often than companies where display screen work is more common.

Employers' role in regulating VDU working hours

We asked employer survey respondents how the duration of VDU work is regulated within the organisation. The vast majority (61%) state that the nature of the work ensures that display screen work is alternated with other work. A quarter of employers (26%) declare that it has not been regulated, that they don't pay attention to this point. Few employers (12%) point that employees have the option of using software that reminds them to take regular breaks, and in even fewer organisations this software is obligatory (3%). In larger organization (especially those with more than 100 employees) the use of special software for breaks is more common than in smaller organizations.

Table 4.5 How is the duration of VDU work regulated within the organisation (employers)

	%
The nature of the work ensures that display screen work is alternated with other work	61%
We don't pay any attention to this point / it has not been regulated	26%
There are formal breaks (joint coffee breaks, for instance)	18%
Employees at our company have the option of using software that reminds them to take regular breaks	12%
The work is consciously arranged in such a way that employees do not work continuously at display screens for longer than two hours	11%
Other	4%
Employees at our company are obliged to use software that reminds them to take regular breaks	3%
Don't know	3%
Total	1812

Multiple answers per respondent

4.4 Worker consultation and participation

The regulation prescribes that companies must have an employee participation body on the matters covered by the Directive, for example a Works Council or staff representative body¹. According to our employer sample, only 17% of the companies have an employee participation body, whereas 73% of the employee respondents report that their organisation has an employee participation body. About half of the participation bodies concern itself (to some extent) with working conditions relating to display screen work. The difference between employee and employer results is due to the number of small companies in the Netherlands; 80% has less than 10 employees and is therefore not obliged to have an employee participation body. Of the small organisations (less than 10 employees) 10% has an employees participation body, whereas 92% of the companies with more than 100 employees has a Works Council or other staff representative body.

¹ The Directive refers on this point to Article 11 of Directive 89/391/EEC, in which consultation and participation of workers and/or their representatives is provided for.

Table 4.6 Implementation of employee consultation and participation (employees)

Is there an employee participation body?		Does it concern itself with working conditions relating to display screen work?	
	employees		employees
Yes	73%	Yes	24%
No	23%	Yes, but not much	25%
Don't know	4%	No	17%
		Don't know	34%
Total	2006	Total	1474

4.5 Protection of workers' eyes and eyesight

Workers should be entitled to an appropriate eye and eyesight test before commencing display screen work, at regular intervals thereafter, and if they experience visual difficulties which may be due to display screen work. Furthermore, they should be entitled to an ophthalmologic examination if the results of the test show this is necessary.

Provision of eye and eyesight tests

Table 4.7 shows that almost half of the employers (47%) say their company has not given employees the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight. Of employee survey respondents 68% have not been given the opportunity for such an examination. This percentage is higher in smaller companies, and in organisations in which employees do not use display screen equipment for more than two hours a day. When the opportunity for an examination is given this is most often curative, and not (as law prescribes) at regular intervals or before employees start working at a display screen for the first time. Moreover, a quarter of employer survey respondents (24%) reports that the company does not provide an ophthalmologic examination if the results of the examination or eye test require it. This percentage also decreases with the size of the company.

Table 4.7 Implementation of health examination or other eye test (employers)

	%
No	47%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	26%
Don't know	14%
Yes, at regular intervals	11%
Yes, before they start working at a display screen for the first time	6%
Total	1912

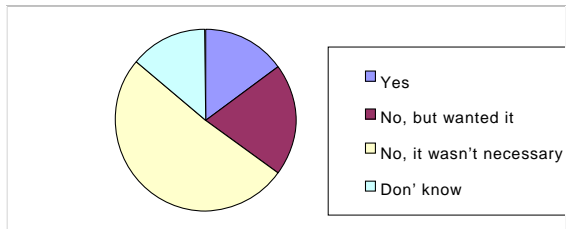
Multiple answers per respondent

Provision of corrective appliances

If the results of the eye tests show that it is necessary and if normal corrective appliances cannot be used, workers must be provided with special corrective appliances appropriate for the work concerned. A fifth (20%) of the employee survey respondents report that their employer did not provide special corrective appliances although they wanted him to. A small part of the employee survey respondents (15%) was provided with special equipment, such as VDU glasses, a larger screen, or other equipment. Half the respondents (51%) did not receive any special equipment, but did not require it either. Over a third of

the employer survey respondents (38%) declare that their company did not provide corrective appliances if the eye tests show it to be necessary. However, in large organisations (100 employees or more) this percentage is much lower, namely 14%.

Figure 4.3 Provision of special corrective appliances (employees, n = 2006)



4.6 Annex

The annex of the Directive prescribes the requirements for the workstation of employees working on display screens with respect to equipment, environment, and the operator – computer interface.

We presented the employee survey respondents with a full list of the items in the annex and asked them whether or not they apply them to their work (see for complete results the appendix). In general, the vast majority of employees (75% or more) feel that their workstation fulfils the specific requirements of the regulation. Generally, the implementation of the annex is independent of the size of the organisation, but increases somewhat with the percentage of employees who work more than two hours a day with a display screen.

Some aspects seem to be less often implemented. Firstly, for only 40% of the employees the height of their desk and / or chair is adjusted to the length of their body. Note that adjustments to the height of the table is also not as such required by the regulation, whereas adjustments to the height of the chair is required. Secondly, a document holder which is large and stable enough is only available for 46% of the respondents. The same holds for a foot rest, which is available for 59% of the employees. Furthermore, for only 40% of the respondents their windows are fitted with suitable adjustable blinds to reduce the intensity of light falling on their workstation.

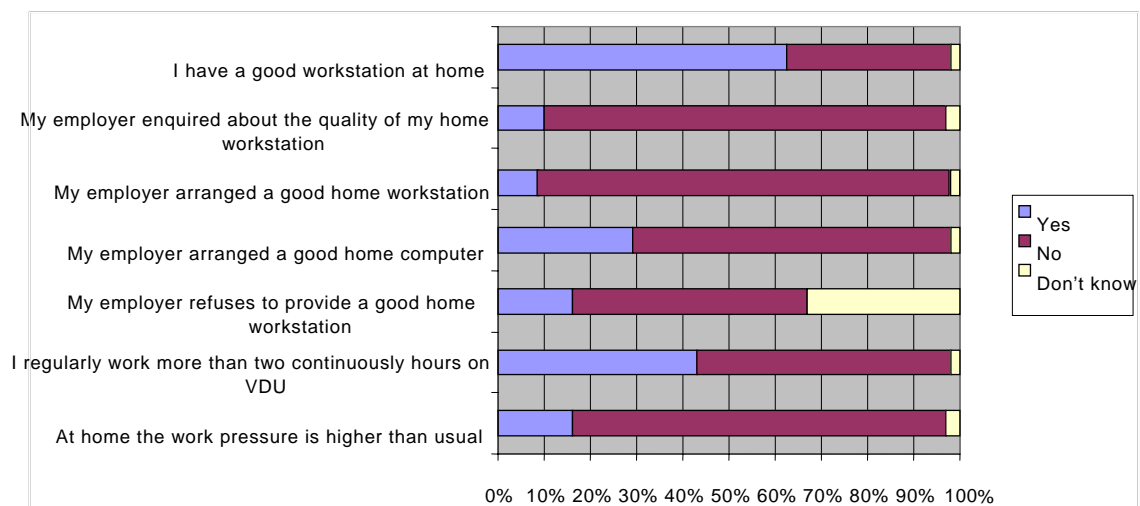
Some stakeholders (amongst manufacturers, branch organisations, experts) argue that there is too little attention for software. At the moment it is part of the annex, but according to these stakeholders this must be given more attention in the regulation. Current software requires the employee to use the mouse intensively (the employee needs to “click” all the time). They argue that the Occupational Health Services usually do not pay special attention to the quality of the software. According to a software producer they hardly receive any complaints about this aspect of the software. The relation between the quality of the software and VDU related health problems seems to lack attention of both employers and software producers.

4.7 Working at home

The Dutch occupational health and safety act also applies to employees who work at home. An employer should provide a good workstation for employees who work at home and do not yet have a proper workstation.

A fifth of the employers survey respondents (21%) report that there are some employees in their company who work at home¹ and use a display screen for at least two hours each day. Over a third of these companies (36%) provide employees who work at home with a good workstation if they do not already have one, and another 18% does this occasionally. A significant part of the employers (42%) declare they do not provide good home workstations for employees who work at home.

Figure 4.4 Implementation home workstations (employees, n = 2006)



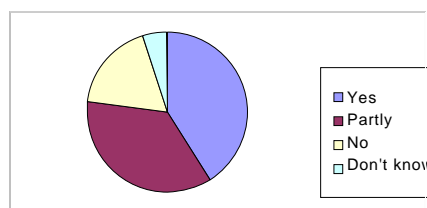
The vast majority of employees who (occasionally) work at home (62%), say that they have a good workstation when they work at home. The chair, for instance, is adjustable, the desk is at the right height, the display screen is directly in front of the user, and the viewing distance is adequate. The employer does not seem to play a significant role in providing employees with a good workstation at home. A minority say that their employer enquired about the quality of their workstation at home (10%). According to employee respondents who work at home, their employer hardly provides a good workstation at home (9%), but more often arranges a good computer (29%). However, only a minority of employees (16%) say their employer refuses to provide a good workstation at home and given the high percentage of "don't knows" employees probably don't ask their employers very often to make such arrangements. About a fifth of the employees occasionally work or do overtime at home because their employer asked them to. The results indicate that for those employees the employer plays a more important role in providing a good workstation than for employees who work at home without their employer asked them to.

¹ Employers were asked: "are there any employees in your company who work at home and use a display screen for at least two hours every day?". It is not clear whether these employees are 'homeworkers' (according to the definition of the law), or whether they just occasionally work at home.

4.8 Employees' satisfaction with the workstation

All employee survey respondents were asked whether they feel their employer is doing enough to protect the health and welfare of employees who work with display screens in the organisation. Only less than half (41%) of the respondents is satisfied about their employers' activities, more than half (54%) is dissatisfied or partly dissatisfied. The results do not differ substantially for employees from larger and smaller organisations.

Figure 4.5 Do you feel your employer is doing enough for VDU workers (employees, n = 2006)



A large part of the dissatisfied employees, specify that the employer could do more on workstation analysis (66%), providing information (51%) and providing eye tests (45%). About a third of the dissatisfied employees think their employer could better the workstation (34%), the organisation of the work, more breaks for instance (31%), and reduce work pressure (31%). Another 25% mentions that the amount of relevant training could be improved.

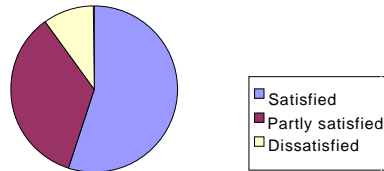
Table 4.8 In what respect could your employer do more for VDU workers (employees)

	%
Workstation analysis	66%
Provide information about the health risks of display screen work	51%
Eye tests	45%
Changes in the workstation	34%
Breaks / changes in the organization of the work	31%
Reduce work pressure	31%
Training	25%
Other	4%
Don't know	3%
Total	1086

Multiple answers per respondent

Subsequently, all employee survey respondents were asked whether they are satisfied with the ergonomic quality of their workstation, concerning for example the incidence of light, the height of the chair and desk and the viewing distance. Over half the employees (55%) is satisfied, 35% is partly satisfied and 10% is not at all satisfied with the quality of the workstation.

Figure 4.6 Are you satisfied with the ergonomic quality of your workstation (employees, n = 2006)



The most frequent sources of dissatisfaction among the last group are the (settings) of the desk (48%), the (settings) of the chair (44%) and the light (44%). These results correspond to what we found earlier on the implementation of the annexes. Further dissatisfaction implied the computer screen (26%), and computer peripherals (22%). Relatively many employees who gave other than the listed reasons for their dissatisfaction, mentioned the climate (temperature, humidity, noise, etc.) of their workstation.

Table 4.9 On what aspects are you dissatisfied with your workstation (employees)

	%
(Settings) desk	48%
(Settings) chair	44%
Light	44%
Computer screen	26%
Computer peripherals (mouse, keyboard, etc.)	22%
Other: climate (temperature, humidity, noise, etc.)	8%
Other: workspace	4%
Other: software or (quickness) computer	2%
Other: flexible workplace	1%
Other	2%
Don't know	1%
Total	904

Multiple answers per respondent

4.9 Conclusion

The regulation is reasonably implemented when it comes to furniture, equipment and so on. Yet, these means are often used curative, i.e. when problems arise employers are mostly willing to make the necessary adjustments to the workstation. Adjustments are often made on the initiative of the employee. Some aspects of providing a good workstation have less attention, for example the adjustment of desk and chair to the employees' body length, and lighting. Moreover, as stakeholders also state, even though employers are usually willing to purchase ergonomically sound equipment, this is not always used in a proper way. For example, a large part of the workers did not receive information and instructions on how to prevent health risks associated with display screen work.

Employees often feel that the employer is not doing enough to protect the health and welfare of employees working with display screen equipment. Their dissatisfaction often concerns workstation analysis, providing information, and providing eye tests. The results also show that in many organisations these measures are not implemented, or are only used

curative, and not, as law prescribes, at regular intervals, or before employees start working with display screen equipment for the first time.

Usually, employers pay little attention to daily work routine. They often point that the nature of the work ensures that display screen work is alternated with other work. A large part of employees report that they often work longer than two consecutive hours on a display screen.

According to some stakeholders (amongst manufacturers, branch organisations, experts) the importance of software is underestimated. They argue, for example, that many Health and Safety Services are inadequately informed about software and are not able to assess its quality.

5 Costs and benefits

In this chapter we turn to examine the issues surrounding the benefits and costs of compliance with the VDU regulations. The benefits refer, for example, to decreasing absenteeism and complaints of arms, neck and shoulders (CANS), increasing productivity, and so on. The question is whether the benefits of the implementation of the Directive balance out the costs.

5.1 Benefits

All employer survey respondents that implemented the legislation, were asked to what extent the implementation led directly to benefits for the company with respect to:

- absenteeism
- mental work strain
- staff turnover
- labour productivity
- employee effort
- costs and claims arising from VDU related health problems

The results show that on each item about a quarter of the employers assess that implementation of the regulation benefits their company, and approximately a quarter of the employees indicate that it has not benefited their organisation. Another quarter (about 25%) report that they did not know whether implementation of the regulation led directly to these benefits.

Additionally, we asked employers to assess the benefits of implementing breaks, providing information, protection of eyes and eyesight, and a Risk Assessment and Evaluation (RI&E)¹. We asked whether the implementation of these four aspects is useful for the company and whether these measures help to manage absenteeism in the organisation. The table below shows that less than half of the respondents feel that implementation of the measures is useful for their company or makes it easier to manage absenteeism. About 15% of the employers state that the measures are not useful for their company, and about a fifth feels that it does not help them to manage absenteeism. The remainder of employers do neither agree nor disagree to the statements.

¹ As mentioned in chapter 1, it should be made clear that the Dutch Occupational Health and Safety Act (Arbowet) requires that employers carry out a Risk Assessment and Evaluation or "RI&E" (Risico Inventarisatie en Evaluatie). This regulation is not based on the VDU Directive. The Dutch VDU regulations on this point refer to these general requirements, and specifies that the risk assessment should include risks to eyesight, physical and mental strain.

Table 5.1 Are instruments useful and helpful to manage absenteeism (employers)

	<i>Useful for company</i>	<i>Manages absenteeism</i>
Breaks	46% (n=1966)	35% (n=1802)
Providing information	42% (n=1948)	36% (n=1784)
Protection eye and eyesight	39% (n=1889)	26% (n=1726)
Risk Assessment and Evaluation (RI&E)	37% (n=1032)	27% (n=1032)

Finally, we asked employee survey respondents whether they feel the information provided by their employer helps to avoid or reduce VDU related health problems. Most employees think information benefits (39%) or partly benefits them (42%). A minority of the respondents (15%) report that information does not help them to avoid CANS. To the question why the information did not help them, most employees answered not to be making adequate use of the information (40%) or that they can't use the information in practice (38%).

5.2 Costs

Employers were asked to give an indication of the total costs (in euros) incurred by their organisation in complying with the legislation. Additionally, they were asked to break down the costs according to the aspects of the Directive. The response to this question was low. From this we might conclude that employers are probably unaware of the costs of implementing the regulations. Especially because we asked only for the additional costs incurred to comply with the legislation and not to include the standard computers and furniture. The table below shows that costs are highest for implementing good computers (peripherals), followed by adjustments to furniture, training and courses and risk assessments.

Table 5.2 Costs of complying with the VDU legislation, in euros (employers)

	Mean	Min.	Max.	Standard Deviation	n
Total costs	7159.1	0	1.000.000	37.723	297
Adjustments to computer (peripherals)	2.172	0	400.000	13.552	254
Adjustments to furniture	2.121	0	200.000	6.224	250
Training and courses	1.192	0	200.000	6.838	225
Risk Assessment and Evaluation (RI&E)	1.043	0	150.000	5.386	215
Workstation Analysis	610	0	50.000	2.146	224
Information provision	297	0	45.000	1.907	199
Changes to working routine	270	0	25.000	1.440	186
Ophthalmologic examination	276	0	10.000	1.098	182
Eye and eyesight examination	212	0	15.000	841	197
VDU glasses	206	0	20.000	668	233

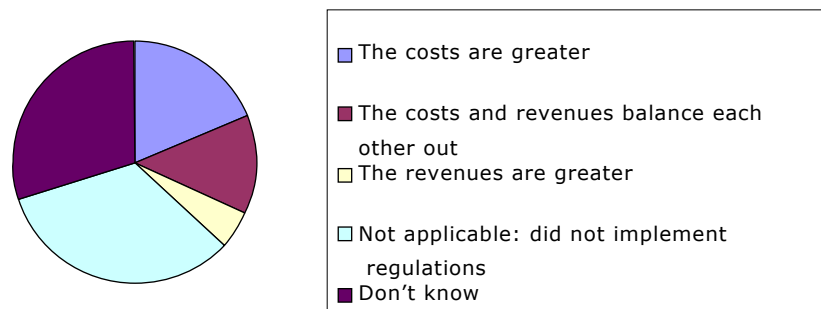
Stakeholders' opinions differ on the costs of the implementation of legislation concerning display screen work for companies. Some stakeholders (amongst employer's federations) argue that at the time of the introduction of the legislation the costs of implementation were high, but since the techniques have increased tremendously, costs at this moment are not problematic. Most workstations are reasonably up-to-date and the additional costs of implementing the regulations are probably not too high. On the other hand, some stake-

holders (amongst employers' federations, branch organisation) argue that complying to all details of the regulations is too expensive.

5.3 Ratio of costs and benefits

All employer survey respondents were asked to assess the ratio of costs to revenues for their company of the implementation of legislation concerning display screen work. A third (30%) were unable to judge the ratio of costs and benefits. A minority (5%) reports that the revenues of the implementation are greater, 13% feel that the costs and revenues balance each other out, and for 19% the costs of implementing the regulation outbalance the revenues. For the majority of employers costs and revenues appear to be difficult to estimate, and for those who did give an indication the costs of implementation seem to be slightly higher than the revenues.

Figure 5.1 Ratio of costs and benefits (employers, n = 1887)



5.4 Conclusion

Employers seem to have difficulty to estimate the ratio of costs to revenues of the implementation of legislation concerning display screen work. Less than half of the employers feels that implementation of the regulations benefits their company in terms of, for example, absenteeism, mental work strain, and labour productivity. About 15% of the employers state that the measures are not useful for their company, and about a fifth feels that it does not help them to manage absenteeism. The costs of implementation seem to be slightly higher than the revenues.

6 Effectiveness and enforcement

Effectiveness of a policy refers to the extent to which the objectives are achieved by means of that policy. This chapter examines the effectiveness of the VDU Directive. We ask whether employers would have devoted less attention to VDU related problems if there was no VDU legislation, and to what extent the legislation lies at the basis of adjustments to workstations. Then we focus on the role of the Labour Inspectorate in the enforcement of the regulation.

6.1 Effectiveness of the regulation

According to a number of stakeholders (amongst trade unions, branch organisations) the interest for VDU-related information was not so much a consequence of the introduction of the VDU-Directive. As soon as the problems related to VDU-work were labeled by a collective term, it seemed as if everyone became aware of the possible harmful consequences of working with VDU. The question is whether employers would also have implemented the measures without the legislation.

All employer survey respondent were asked whether they would have devoted less attention to the aspects of the VDU Directive if there had been no such legislation. A significant part (38% to 49%) agrees that they would have spend less attention to breaks, providing information, Risk Assessment and Evaluation¹, and the protection of eyes and eyesight if this was not made mandatory by law, and about a quarter of the respondents disagrees with this statement. Additionally, we asked whether the Risk Assessment and Evaluation increased the awareness of the health risks associated with display screen work, to which one third (33%) agreed and 16% disagreed.

Table 6.1 If there was no legislation we would have devote less attention to.... (employers)

	Agree	Neither agree, nor disagree	disagree	Don't know	N
Breaks	44	23	28	5	1966
Providing information	43	25	26	5	1948
Risk Assessment and Evaluation (RI&E)	49	21	18	12	1169
Protection of eyes and eyesight	38	30	25	7	1989

In the interviews with stakeholders, it has been argued that since manufacturers of display screens, software, furniture, and so on, seem to play a major role in the standards that are used by companies, the law might have become superfluous. Manufacturers of display screens point that they adjust their products to the desires of the customer. This leads to two separate markets: the business market and the consumer market. Customers of the business market often have strict ergonomic requirements, while individual consumers consider other things to be important. Legal requirements for employers thus seem to influ-

¹ Note that the Risk Assesment and Evaluation (RI&E) is not specifically based on the VDU Directive (see chapter 1).

ence their demand to ergonomically sound products. The current state of technology does not preclude the necessity of regulations. Other norms than those stated in the Directive play a major role at the business market. Manufacturers use, for example, norms indicated by NEN (Dutch), EN (European) or ISO (global). However, NEN and other standards are not mandatory, and do not seem to be sufficient substitutes for the law.

6.2 Reasons for adjustments to workstations

A significant part of employers (43%) report that in the last two years changes have been made to the employees' workstation or work routines in connection with the health risks of display screen work (see also chapter 4). We asked them what the reasons were for these adjustments. Half of the employers (50%) report that requests of individual employees induced the changes, 44% answered that the equipment had to be replaced anyway, and for a fifth (20%) the Risk Assessment was the direct cause for adjustments. For 12% of employers, compliance with the regulations was a reason to make changes to the employees' workstation or work routines.

Table 6.2 Reasons for the adjustments to workstations (employers)

	%
At the request of individual employees	50%
The equipment had to be replaced anyway	44%
The changes were made in response to a risk assessment	20%
The changes were necessary to comply with legislation	14%
We happened to receive a good offer	12%
Other reason	9%
At the request of the Works Council	5%
At the request of the Labour Inspectorate	2%
Don't know	1%
Total	1084

Multiple answers per respondent

To the question why no changes have been made to the employees' workstation or working routines in the last two years with respect to the health risks of display screen work, the most frequent answer (28%) was that the employer *assumes* the workstation still complies with the legislation. For a fifth (22%) the risk assessment did not identify any need for changes, and another fifth (19%) declared not to make adjustments because employees have not requested it. A minority (14%) is certain the workstation have been complying with legislation for years and therefore no adjustments were necessary.

Table 6.3 Reasons for not making changes to improve health risks of VDU work (employers)

	%
I assume that the workstations still comply with the legislation	28%
Our risk assessment did not identify any need for changes	22%
Employees have not requested it	19%
I am certain that the workstations have complied with legislation for years	14%
I don't think it is important enough, it not a priority	12%
Other	11%
I regard the legal requirements concerning workstations as somewhat excessive	10%
I still don't know how to deal with it	7%
It will be too expensive or take too much time	7%
Don't know	6%
Total	571

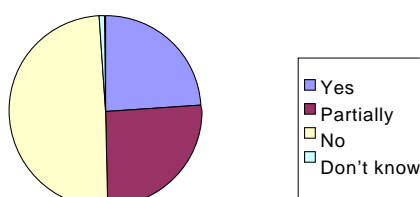
Multiple answers per respondent

Improvement requests of employees

About a fifth (17%) of the employer survey respondents report that employees in their organization at one time requested that working conditions be investigated or improved in connection with CANS or its prevention, 77% of the employer respondents reported that employees never requested this. The larger the organisation, the more employees tend to request improvements to their workstation. Companies with no employees who work more than two hours a day on a display screen received less requests than other organisations. The vast majority (74%) of employers who received a request agreed to this request, and another 24% did so partly. This high percentage holds for both smaller and larger companies.

The employee survey shows approximately the same results. A fifth (21%) of the employee respondents personally submitted a request to their employer to improve their working conditions in connection with the prevention of CANS in the last few years. This percentage increases with the size of the company, and with the number of hours employees work on a display screen a day. The request mostly implied better furniture (57%), a workstation analysis (50%), or a better computer or peripherals (50%). The majority of employees say that their request was granted (53%) or partly granted (33%), 14% of the employers did not agree to the request. The chance that the request granted, increases with the number of hours of VDU work a day. Half of the employees (50%) declared not to be aware of the statutory rules concerning display screen work when they made this request.

Figure 6.1 Were you aware of the regulations when requesting for improvements (employees, n = 414).



6.3 Enforcement and the role of the Labour Inspectorate

We asked all employer survey respondents who would instruct them to comply with the legislation if their company failed to do so. Almost a third (29%) expected that no one would instruct them to implement the legislation. However, the larger the organisation, the lower this percentage. For example, 3% of the organisations with more than 100 employees think that no one would instruct them to comply with the legislation. A significant part of the organisations (28%) expected individual employees to do so, 27% mentioned their Occupational health and safety service, and almost a quarter (23%) thought the Labour Inspectorate would instruct them to comply with the legislation. Stakeholders amongst branch organisations, employers' federations, Trade Unions, Labour Inspectorate) generally argue that the chances of being fined by the Labour Inspectorate are not experienced as very high.

Table 6.4 Who would instruct you to comply with the legislation if you failed to do so (employers)

	%
No one	29%
Individual employees	28%
Our Occupational Health and Safety Service	27%
The Labour Inspectorate	23%
Don't know	10%
The Works Council or staff representative body	7%
Other (please specify)	6%
The Human Resources department	4%
Total	1707

Multiple answers per respondent

6.4 Conclusion

According to a number of stakeholders the interest for VDU-related information was not so much a consequence of the introduction of the VDU Directive. As soon as the problems related to VDU-work were labeled by a collective term, it seemed as if everyone became aware of the possible harmful consequences of working with VDU. The results of the employer and employee surveys also show that the measures taken to protect health and welfare of VDU workers, are not mainly based on the Directive. Half of the employers declared that the request of an individual employee induced the changes, sometimes the Risk Assessment was the direct cause. Only for a small part of the employers compliance with the regulation was a reason to make changes. Employers do not experience the chances of being fined by the Labour inspectorate as very high. Employers are mostly very willing to agree to employees' requests for improvements to the workstation. Most of the employees are not aware of the statutory rules concerning display screen work when they made their request for improvements.

Annex 1 Research methods

In order to have sufficient information on the effectiveness of the VDU Directive, we collected data among different groups of users and stakeholders. The data collection included three main parts:

- interviews with social partners and experts
- survey among employers
- survey among employees

Interviews with social partners and experts

In the field of the regulations on VDU work many stakeholders are involved. We conducted 26 interviews with stakeholders, including:

- Employer's federations and trade unions
- Labour Inspectorate
- Branch organisations
- Manufacturers and suppliers
- Other Experts (Ergonomics, Health and Safety executives)

See Table A1 for a full list of interview respondents.

Our research started with interviewing the main employer's federations and trade unions. For the Netherlands this meant interviews with representatives of two employer's organizations and three trade unions. This enabled us not only to involve the relevant national stakeholders in an appropriate way, but also to give them the opportunity to contribute to the national evaluation and the questionnaire. After the interviews with stakeholders, we performed the rest of the interviews.

The interviews were semi-structured. Most interviews (17) were face-to-face, some were conducted by telephone (9). For the interviews we used a check-list which was based on the TOR (common Terms of Reference of the Workgroup). Dependent on the respondent we varied the subjects of the check-lists. Generally, we tried to discuss each article (annexes included) of the regulation: whether it is useful, necessary and feasible and whether improvements could be made. We also asked whether they thought employees and employers are aware of the regulation and whether it is difficult to maintain the regulation. Further, where this was applicable, we paid attention to the Dutch concretizations of the Directive.

Table A1.1 List of stakeholders interviewed for the study

Trade unions and employers' federations		
1	FNV	Trade Union (almost all sectors)
2	MHP	Trade Union (middle groups and higher personnel)
3	CNV	Trade Union (almost all sectors)
4	VNO-NCW	Employers' federation (almost all sectors)
5	MKB	Employers' federation (middle and small business)
Labour Inspectorate		
6	Labor Inspectorate	Department of physical work strain
7	Labor Inspectorate	Inspector (sector commercial services)
Branch Organizations		
8	TNO	Banking - Former agency arbo-convenant
9	Zorgverzekeraars Nederland (ZN)	Health insurance - Branch association
10	Projectbureau Arbo convenant Architectenbureaus	Architects - Project agency Arbo convenant
11	Nederlands Uitgeversverbond (NUV)	Publishers - Branch association
12	Vereniging Contactcenters Nederland (VCN)	Call Centers - Branch association
13	ICT office	ICT - Branch association
14	Algemene Bond Uitzendondernemingen (ABU)	Temporary employment - Branch association
Manufactures and suppliers		
15	Microsoft	Manufacturer Software
16	Samsung	Manufacturer Display Screens
17	Ahrend	Manufacturer Office Furniture
Other experts		
18	Ergos Engineering and Ergonomics	Dutch association for ergonomics
19	Nederlands Normalisatie Instituut (NEN)	Dutch Institute for Standardization
20	VHP Ergonomics	Consultant organization on Ergonomics
21	CANS Patient association	CANS Patient Association
22	FNV	Advisor working conditions
23	Arbo Unie (Arbodienst)	Health and Safety Executive - CANS Expert
24	ArboNed (Arbodienst)	Health and Safety Executive
25	Rabobank (Arbodienst)	Health and Safety Executive of Rabobank
26	Achmea (Arbodienst)	Health and Safety Executive of Achmea

Employee survey

A survey among employers alone might give a biased result. Employers and employees might differ in their view on the situation in their company with respect to working with VDU. Therefore, we also performed a survey among employees. Main aim of the survey among employees is to determine the extent in which the Directive is implemented at the employee's workplace.

Sample and procedure

The study was based on a survey among employees by means of an internet questionnaire. To this end, the largest and most complete employee internet-panel in the Netherlands was used, namely Euroclix. In this panel a large amount of background characteristics of the panel is known, which makes it possible to select a specific target group in advance. This is a great advantage to, for example, a survey among households.

The procedure of Euroclix is that they send out an e-mail with an introduction to the research to a large sample of employees. From Euroclix we received a guaranteed net response of 2000 completed questionnaires. They used a large sample (8.239) and closed the internet survey as soon as 2000 respondents had filled out the questionnaire.

We selected employees who work in salaried employment (temporary work through an employment agency included). Employees who never use a display screen during work, were excluded. Furthermore, the sample was drawn in such a way that all sectors and organization sizes were included. The VDU regulations in the Netherlands apply to employees who work two hours or more at a display screen per day. We selected 100 employees who work less than two hours on a display screen per day, the other employees perform two or more hours VDU work a day.

Response

The total net response of the employee survey was 2006, of which 47% females and 53% males. Only those employees working with display screens were selected. Therefore, it is not possible to define the representativeness of the sample, because to our knowledge no figures are available of the VDU work composition of the Dutch population. The tables below show the net number of respondents per size-category and per sector-category. For further details on the composition of the sample, we refer to the Annex.

Table A1.2 Size composition net response employee survey

	Number	%
1 to 9 employees	172	9%
10 to 49 employees	414	21%
50 to 99 employees	233	12%
100 employees or more	1165	58%
Don't know	22	1%
Total	2006	100%

Table A1.3 Category composition net response employee survey

	Number	%
Commercial company	1054	53%
Government	498	25%
Non-profit sector (non-governmental)	383	19%
Don't know	71	4%
Total	2006	100%

Questionnaire

The questionnaire was designed on the basis of a literature search and on the interviews with social partners. Questionnaires were agreed on in consultation with the Ministry of Social Affairs and Employment. It covered the following issues:

- Background
- Work at home
- Consequences of VDU work
- Information and training
- Analysis of workstation
- Organisation of the work
- Consultation and employee participation
- Protection of eyes and eyesight
- Knowledge of the law
- Workstation
- Improvements

The questionnaire for employees can be found in the appendix.

Employer survey

Employers are the main actors who are supposed to implement the Visual Display Unit Regulations. A key element of the evaluation was therefore a survey among employers. By means of the survey, we aim to get insight into the implementation of the Directive (do employers know about the Directive and do they actually implement the legislation), but also into the perceived effectiveness of the legislation.

Sample

The study was based on a survey by means of an internet questionnaire among a sample of 10.000 employers in the Netherlands. The sample was drawn from "Cendris", that hold a large database of economically active companies (profit and non-profit) in the Netherlands. The response of the internet survey remained low (about 8%). Therefore we used a second sample of "Euroclix", which contains a large e-mail-based pool of respondents (see also sample procedure of employee survey). People concerned with personnel matters within organizations were selected for this research. The sample size of this second approach was 11.488. Additionally, we approached part of the non-responding employers of the first sample by phone. We requested them to fill in the questionnaire on the internet, and if they were not able or willing to do so, provided them the possibility to answer the questions by phone.

Both samples were designed to cover all sizes of workplaces but to exclude one-man businesses. The survey covered all industrial sectors with the exception of agriculture and fishery, as it was felt that there is minimum use of display screen equipment in this sector. The unit of analysis chosen for the study was the establishment.

In the sample we used four size-categories of companies, namely:

- Less than 10 employees;
- 10 to 50 employees;
- 50 to 100 employees;
- 100 or more employees.

One-man businesses were excluded from the sample.

For the selection of sectors we used the "Standard Classification of companies" of the CBS (Statistics Netherlands), and included the following sectors:

- Electricity, natural gas, and warm water
- Construction
- Repair of consumer articles and trade
- Catering Industry
- Transport, storage, and communication
- Financial institutions
- Property, commercial services
- Public administration, government, and social insurance
- Education
- Healthcare and social services
- Environment, culture, recreation

Procedure

The respondents of the first sample (Cendris) were recruited by means of a letter, which was in most cases personally addressed to the head of the personnel department. The letter explains the aim and importance of the study, and includes a unique log-in code and password for the internet survey. The respondents of the second sample (Euroclix) were approached by e-mail, which included approximately the same information. The telephonic survey was executed by the Call-Centre of Stratus¹.

Response

The questionnaire included a few questions to exclude 1) one-man businesses, and 2) companies in which employees seldom if ever work with display screen equipment. The net response after excluding these companies are shown in the table below. The response on the internet survey includes respondents who filled out part of the questionnaire, but did not complete it.

Table A1.4 Net response employer survey

	Net response		
	Completed	Part	Total
Internet questionnaire (Cendris)	692	193	885
Internet questionnaire (Euroclix)	1.001	170	1.171
Questionnaire by phone	163	3	166
Total	1856	366	2.222

The response includes companies (n = 81) in which employees usually work less than two hours a day on a display screen. These companies are usually included in the tables throughout the report, and if not this is explicitly reported. The type of computer used in most companies (95%) is a desktop PC, sometimes combined with a laptop or other type of computer. In a small number of companies (5%) only laptops or other computers are used.

¹ Stratus is part of Panteia, the holding of which Research voor Beleid is a member as well.

Because of the different steps in the sampling procedure it is difficult to estimate the exact response rate. The response on the Cendris sample is, however, low. From Euroclix we received a guaranteed net response of 1000 completed questionnaires. They used a large sample (11.488) and closed the internet survey as soon as 1000 respondents had filled in the questionnaire.

The tables below show the total net number of respondents per size-category and per sector.

Table A1.5 Size composition net response employer survey

	Net response
1 - 9 employees	563
10 - 49 employees	720
50 - 99 employees	412
100 or more employees	527
Total	2.222

Table A1.6 Sector composition net response employer survey

	Net response
Industry	238
Electricity, natural gas and warm water	24
Construction	184
Repair of consumer articles and trade	186
Catering Industry	157
Transport, storage and communication	185
Financial institutions	202
Property, commercial services	262
Public administration, government and social insurance	115
Education	199
Healthcare and social services	272
Environment, culture, recreation	198
Total	2.222

Weighting

The survey data were re-weighted to make them nationally representative. In broad terms, in this report, the weights applied to the raw data were those necessary to restore the number of cases in each size and sector to their proper proportions in the population. We used statistics of the CBS (Statistics Netherlands) for the actual size and sector composition of companies in the Netherlands. Only weighted data have been used in the tables presenting the results from the employers' survey throughout the report. The unweighted sample sizes are presented in each table as well.

Questionnaire

The questionnaire was designed on the basis of a literature search and also on the interviews with social partners. Questionnaires were agreed on in consultation with the Ministry of Social Affairs and Employment. It covered the following issues:

- Background information and use of display screen equipment
- Knowledge and attitude
- Organisation of the work
- Information and training
- Analysis of the workstation
- Working at home
- Consultation and participation
- Protection of eyes and eyesight
- Costs and revenues
- Enforcement
- Improvements

The questionnaire for employer can be found in the appendix.

The questionnaire was too long to be asked completely by phone, therefore the telephonic survey contained a selection of the most important questions of the internet survey. In the questionnaire in the appendix these questions are marked by '(t)'.

Annex 2 The Directive

Council Directive 90/270/EEC of 29 May 1990 on the minimum safety and health requirements for work with display screen equipment (fifth individual Directive within the meaning of Article 16 (1) of Directive 89/391/EEC)

Official Journal L 156 , 21/06/1990 P. 0014 - 0018
Finnish special edition: Chapter 5 Volume 4 P. 0203
Swedish special edition: Chapter 5 Volume 4 P. 0203

COUNCIL DIRECTIVE of 29 May 1990 on the minimum safety and health requirements for work with display screen equipment (fifth individual Directive within the meaning of Article 16 (1) of Directive 87/391/EEC) (90/270/EEC)

THE COUNCIL OF THE EUROPEAN COMMUNITIES,

Having regard to the Treaty establishing the European Economic Community, and in particular Article 118a thereof,

Having regard to the Commission proposal (1) drawn up after consultation with the Advisory Committee on Safety, Hygiene and Health Protection at Work,

In cooperation with the European Parliament (2)

Having regard to the opinion of the Economic and Social Committee (3),

Whereas Article 118a of the Treaty provides that the Council shall adopt, by means of Directives, minimum requirements designed to encourage improvements, especially in the working environment, to ensure a better level of protection of workers' safety and health;

Whereas, under the terms of that Article, those Directives shall avoid imposing administrative, financial and legal constraints, in a way which would hold back the creation and development of small and medium-sized undertakings;

Whereas the communication from the Commission on its programme concerning safety, hygiene and health at work (4) provides for the adoption of measures in respect of new technologies; whereas the Council has taken note thereof in its resolution of 21 December 1987 on safety, hygiene and health at work (5);

Whereas compliance with the minimum requirements for ensuring a better level of safety at workstations with display screens is essential for ensuring the safety and health of workers;

Whereas this Directive is an individual Directive within the meaning of Article 16 (1) of Council Directive 89/391/EEC of 12 June 1989 on the introduction of measures to encourage improvements in the safety and health of workers at work (6); whereas the provisions of the latter are therefore fully applicable to the use by workers of display screen equipment, without prejudice to more stringent and/or specific provisions contained in the present Directive;

Whereas employers are obliged to keep themselves informed of the latest advances in technology and scientific findings concerning workstation design so that they can make any changes necessary so as to be able to guarantee a better level of protection of workers' safety and health;

Whereas the ergonomic aspects are of particular importance for a workstation with display screen equipment;

Whereas this Directive is a practical contribution towards creating the social dimension of the internal market;

Whereas, pursuant to Decision 74/325/EEC (7), the Advisory Committee on Safety, Hygiene and Health Protection at Work shall be consulted by the Commission on the drawing-up of proposals in this field,

HAS ADOPTED THIS DIRECTIVE:

SECTION I

GENERAL PROVISIONS

Article 1

Subject

1. This Directive, which is the fifth individual Directive within the meaning of Article 16 (1) of Directive 89/391/EEC, lays down minimum safety and health requirements for work with display screen equipment as defined in Article 2.

2. The provisions of Directive 89/391/EEC are fully applicable to the whole field referred to in paragraph 1, without prejudice to more stringent and/or specific provisions contained in the present Directive.

3. This Directive shall not apply to:

(a) drivers' cabs or control cabs for vehicles or machinery;

(b)

computer systems on board a means of transport;

(c)

computer systems mainly intended for public use;

(d)

'portable' systems not in prolonged use at a workstation;

(e)

calculators, cash registers and any equipment having a small data or measurement display required for direct use of the equipment;

(f)

typewriters of traditional design, of the type known as 'typewriter with window'.

Article 2

Definitions

For the purpose of this Directive, the following terms shall have the following meanings:

(a) display screen equipment: an alphanumeric or graphic display screen, regardless of the display process employed;

(b)

workstation: an assembly comprising display screen equipment, which may be provided with a keyboard or input device and/or software determining the operator/machine interface, optional accessories, peripherals including the diskette drive, telephone, modem, printer, document holder, work chair and work desk or work surface, and the immediate work environment;

(c)

worker: any worker as defined in Article 3 (a) of Directive 89/391/EEC who habitually uses display screen equipment as a significant part of his normal work.

SECTION II

EMPLOYERS' OBLIGATIONS

Article 3

Analysis of workstations

1. Employers shall be obliged to perform an analysis of workstations in order to evaluate the safety and health conditions to which they give rise for their workers, particularly as regards possible risks to eyesight, physical problems and problems of mental stress.
2. Employers shall take appropriate measures to remedy the risks found, on the basis of the evaluation referred to in paragraph 1, taking account of the additional and/or combined effects of the risks so found.

Article 4

Workstations put into service for the first time

Employers must take the appropriate steps to ensure that workstations first put into service after 31 December 1992 meet the minimum requirements laid down in the Annex.

Article 5

Workstations already put into service

Employers must take the appropriate steps to ensure that workstations already put into service on or before 31 December 1992 are adapted to comply with the minimum requirements laid down in the Annex not later than four years after that date.

Article 6

Information for, and training of, workers

1. Without prejudice to Article 10 of Directive 89/391/EEC, workers shall receive information on all aspects of safety and health relating to their workstation, in particular information on such measures applicable to workstations as are implemented under Articles 3, 7 and 9.

In all cases, workers or their representatives shall be informed of any health and safety measure taken in compliance with this Directive.

2. Without prejudice to Article 12 of Directive 89/391/EEC, every worker shall also receive training in use of the workstation before commencing this type of work and whenever the organization of the workstation is substantially modified.

Article 7

Daily work routine

The employer must plan the worker's activities in such a way that daily work on a display screen is periodically interrupted by breaks or changes of activity reducing the workload at the display screen.

Article 8

Worker consultation and participation

Consultation and participation of workers and/or their representatives shall take place in accordance with Article 11 of Directive 89/391/EEC on the matters covered by this Directive, including its Annex.

Article 9

Protection of workers' eyes and eyesight

1. Workers shall be entitled to an appropriate eye and eyesight test carried out by a person with the necessary capabilities:

- before commencing display screen work,
- at regular intervals thereafter, and
- if they experience visual difficulties which may be due to display screen work.

2. Workers shall be entitled to an ophthalmological examination if the results of the test referred to in paragraph 1 show that this is necessary.

3. If the results of the test referred to in paragraph 1 or of the examination referred to in paragraph 2 show that it is necessary and if normal corrective appliances cannot be used, workers must be provided with special corrective appliances appropriate for the work concerned.

4. Measures taken pursuant to this Article may in no circumstances involve workers in additional financial cost.

5. Protection of workers' eyes and eyesight may be provided as part of a national health system.

SECTION III

MISCELLANEOUS PROVISIONS

Article 10

Adaptations to the Annex

The strictly technical adaptations to the Annex to take account of technical progress, developments in international regulations and specifications and knowledge in the field of display screen equipment shall be adopted in accordance with the procedure laid down in Article 17 of Directive 89/391/EEC.

Article 11

Final provisions

1. Member States shall bring into force the laws, regulations and administrative provisions necessary to comply with this Directive by 31 December 1992.

They shall forthwith inform the Commission thereof.

2. Member States shall communicate to the Commission the texts of the provisions of national law which they adopt, or have already adopted, in the field covered by this Directive.

3. Member States shall report to the Commission every four years on the practical implementation of the provisions of this Directive, indicating the points of view of employers and workers.

The Commission shall inform the European Parliament, the Council, the Economic and Social Committee and the Advisory Committee on Safety, Hygiene and Health Protection at Work.

4. The Commission shall submit a report on the implementation of this Directive at regular intervals to the European Parliament, the Council and the Economic and Social Committee, taking into account paragraphs 1, 2 and 3.

Article 12

This Directive is addressed to the Member States.

Done at Brussels, 29 May 1990.

For the Council

The President

B. AHERN

(1) OJ No C 113, 29. 4. 1988, p. 7 and OJ No C 130, 26. 5. 1989, p. 5.

(2) OJ No C 12, 16. 1. 1989, p. 92 and OJ No C 113, 7. 5. 1990.

(3) OJ No C 318, 12. 12. 1988, p. 32.

(4) OJ No C 28, 3. 2. 1988, p. 3.

(5) OJ No C 28, 3. 2. 1988, p. 1.(6) OJ No L 183, 29. 6. 1989, p. 1.

(7) OJ No L 185, 9. 7. 1974, p. 15.

Annex MINIMUM REQUIREMENTS (Articles 4 and 5) Preliminary remark

The obligations laid down in this Annex shall apply in order to achieve the objectives of this Directive and to the extent that, firstly, the components concerned are present at the workstation, and secondly, the inherent requirements or characteristics of the task do not preclude it.

1. EQUIPMENT

(a) General comment

The use as such of the equipment must not be a source of risk for workers.

(b) Display screen

The characters on the screen shall be well-defined and clearly formed, of adequate size and with adequate spacing between the characters and lines.

The image on the screen should be stable, with no flickering or other forms of instability.

The brightness and/or the contrast between the characters and the background shall be easily adjustable by the operator, and also be easily adjustable to ambient conditions.

The screen must swivel and tilt easily and freely to suit the needs of the operator.

It shall be possible to use a separate base for the screen or an adjustable table.

The screen shall be free of reflective glare and reflections liable to cause discomfort to the user.

(c)

Keyboard

The keyboard shall be tiltable and separate from the screen so as to allow the worker to find a comfortable working position avoiding fatigue in the arms or hands.

The space in front of the keyboard shall be sufficient to provide support for the hands and arms of the operator.

The keyboard shall have a matt surface to avoid reflective glare.

The arrangement of the keyboard and the characteristics of the keys shall be such as to facilitate the use of the keyboard.

The symbols on the keys shall be adequately contrasted and legible from the design working position.

(d) Work desk or work surface

The work desk or work surface shall have a sufficiently large, low-reflectance surface and allow a flexible arrangement of the screen, keyboard, documents and related equipment.

The document holder shall be stable and adjustable and shall be positioned so as to minimize the need for uncomfortable head and eye movements.

There shall be adequate space for workers to find a comfortable position.

(e)

Work chair

The work chair shall be stable and allow the operator easy freedom of movement and a comfortable position.

The seat shall be adjustable in height.

The seat back shall be adjustable in both height and tilt.

A footrest shall be made available to any one who wishes for one.

2. ENVIRONMENT

(a) Space requirements

The workstation shall be dimensioned and designed so as to provide sufficient space for the user to change position and vary movements.

(b) Lighting

Room lighting and/or spot lighting (work lamps) shall ensure satisfactory lighting conditions and an appropriate contrast between the screen and the background environment, taking into account the type of work and the user's vision requirements.

Possible disturbing glare and reflections on the screen or other equipment shall be prevented by coordinating workplace and workstation layout with the positioning and technical characteristics of the artificial light sources.

(c) Reflections and glare

Workstations shall be so designed that sources of light, such as windows and other openings, transparent or translucent walls, and brightly coloured fixtures or walls cause no direct glare and, as far as possible, no reflections on the screen.

Windows shall be fitted with a suitable system of adjustable covering to attenuate the daylight that falls on the workstation.

(d)

Noise

Noise emitted by equipment belonging to workstation(s) shall be taken into account when a workstation is being equipped, in particular so as not to distract attention or disturb speech.

(e)

Heat

Equipment belonging to workstation(s) shall not produce excess heat which could cause discomfort to workers.

(f)

Radiation

All radiation with the exception of the visible part of the electromagnetic spectrum shall be reduced to negligible levels from the point of view of the protection of workers' safety and health.

(g)

Humidity

An adequate level of humidity shall be established and maintained.

3. OPERATOR/COMPUTER INTERFACE

In designing, selecting, commissioning and modifying software, and in designing tasks using display screen equipment, the employer shall take into account the following principles:

(a) software must be suitable for the task;

(b)

software must be easy to use and, where appropriate, adaptable to the operator's level of knowledge or experience; no quantitative or qualitative checking facility may be used without the knowledge of the workers;

(c)

systems must provide feedback to workers on their performance;

(d)

systems must display information in a format and at a pace which are adapted to operators;

(e)

the principles of software ergonomics must be applied, in particular to human data processing.

Annex 3 Questionnaire for employers

Questionnaire for employers¹

Welcome to the questionnaire for the "Evaluation of the EU directive on the minimum health and safety requirements for work with display screen equipment".

The responses to this questionnaire will provide the Ministry of Social Affairs and Employment with information about the relevance and practical usefulness of the legislation governing work with display screens. We would ask you to complete the questionnaire even if the employees in your organisation seldom if ever use display screens. Thank you very much for your cooperation.

Please note the following points while completing the questionnaire:

- When you click on "Next" the first question will appear. When you have completed this question the next question will automatically appear. If you answer a question incorrectly, you can return to it with the "Back" button. You cannot proceed to the next question until you have answered the question on the screen.
- If you wish, you can take a break and return to the questionnaire at a later time. Simply close the program (Internet Explorer) and when you log in again you will automatically return to the last question you answered.
- Do not use the standard buttons of the program (Internet Explorer) such as Previous, Next or Stop but rather the buttons "Next" and "Back" at the bottom of your screen.

Finally, the information you provide will be treated confidentially. The results will be processed in such a way that the responses cannot be traced to a particular individual or organisation.

Click on "Next" to answer to the first question.

INTRODUCTORY QUESTIONS

1. (t) Is there anyone in your organisation that ever uses a display screen for their work?
 - ¹ Yes
 - ² No
 - ⁻⁵ Don't know

2. (t) What type of display screen is it? (more than one answer is possible)
 - ¹ Computer (desktop PC)
 - ² Laptop or notebook
 - ³ Other (please specify)
.....
 - ⁻⁵ Don't know

3. (t) How many employees (excluding temporary staff or employees on secondment) are currently employed in this establishment? Give the number of employees, not the number of full-time equivalents (FTEs). If you don't know the precise number of employees, please give an estimate.

..... employees (enter 0 if is a one-person business)

¹ The telephonic survey contained a selection of the most important questions of the internet survey (see method section). These questions are marked with "t".

4. (t) Please give an estimate of the percentage of employees in your company who never, occasionally or often work with display screens? **The total must be 100 percent.**
- a.% seldom if ever work with a display screen
- b.% work less than two hours a day with a display screen
- c.% work more than two hours a day with a display screen
- 100 % Total number of employees

→ If (the answer to question 4a = 100) or (the answer to question 3 = 0), proceed to the background information at the end of the questionnaire

KNOWLEDGE AND ATTITUDE

5. What sources does your company use for information about regulations concerning work with display screens? (more than one answer is possible)
- 1 The actual text of laws
- 2 Books explaining the law
- 3 Professional journals
- 4 The Occupational Health and Safety Service (Arbodienst)
- 5 Internet (general)
- 6 arbo.nl (internet)
- 7 Trade association (telephone, internet)
- 8 Other companies
- 9 Courses / training
- 10 Government: ministry
- 11 Government: Labour Inspectorate
- 12 Suppliers of office equipment
- 13 Other (please specify)
-
- 14 Our company does not need any information about working with display screens.
- 5 Don't know
6. How would you generally describe the situation with regard to access to information about regulations concerning work with display screens?
- 1 Good
- 2 Adequate
- 3 Fair
- 4 Poor
- 5 Don't know
7. The European Commission has adopted a directive on governing work with display screens. That directive has been incorporated in Dutch occupational health and safety legislation. To what extent were you aware of the existence of this legislation?
- 1 I didn't know there was special legislation governing work with display screens.
- 2 I knew that the occupational health and safety legislation included rules about working with display screens but I was not aware of the European directive
- 3 I knew that the Dutch legislation governing work with display screens implemented the European directive
- 5 Don't know

We will now present a number of aspects relating to work with display screens. For each aspect, please state.

- a. whether you think it is already **mandatory** under the Dutch law governing work with display screens
- 1 Yes
- 2 No
- 5 Don't know

and

b. whether you feel it would be useful to make it mandatory under Dutch law. This would refer, for instance, to whether the regulation is relevant and feasible.

¹ Yes

² No

⁻⁵ Don't know

8. (t) A risk assessment specifically devoted to eyesight

9. A risk assessment specifically devoted to hearing

10. (t) A risk assessment specifically devoted to physical strain

11. (t) A risk assessment specifically devoted to mental strain

12. (t) The formulation and implementation of an action plan for dealing with risks, based on a risk assessment

13. (t) Display screen work must be alternated with other work or interrupted by a break after a maximum of two consecutive hours

14. Employees may not perform display screen work for more than five hours a day

15. (t) Employees who are starting to work with display screens for the first time should be allowed to have an occupational health examination

16. (t) Employees should be allowed to have occupational health examinations at regular intervals

17. (t) Employees who display symptoms of an eye disorder that may be related to display screen work should be allowed to have an occupational health examination

18. (t) Employees should be allowed to have an ophthalmological examination (an examination by an ophthalmologist) if the circumstances warrant it

19. (t) Employees should be provided with corrective appliances for their eyes if it is necessary and the normal corrective appliances are inadequate

20. Reading glasses should be provided to employees if they need them

21. (t) Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work

22. (t) Employees should be given information and training concerning the risks of display screen work

23. (t) Employers should provide a good workstation for employees who work at home if they don't already have one

24. (t) The legislation concerning display screen work only applies to employees who work with display screens for at least two hours a day

25. (t) Specific ergonomic requirements for display screens: the image on the screen must be stable, the characters must be clear and large enough, the screen must be free from glare or reflection and the screen must be freely movable and easily adjustable

26. (t) Specific ergonomic requirements for keyboards: the keyboard can be tilted, it must have a mat surface and the symbols on the keys must have sufficient contrast and be easily legible

27. (t) The furniture must be adjustable to the height of the user

28. (t) Specific ergonomic requirements for lighting, the incidence of light, noise, heat and humidity

29. (t) Specific ergonomic requirements for software: the software is designed for the task to be performed and the user, is easy to use and comes with instructions on how to use it

30. Please indicate on a scale of 1 to 5 how you assess the potential occupational risk for employees who work with display screens in your organisation with respect to the following aspects. 1 is a minor risk and 5 is a major risk

a. Work stress/work pressure (mental stress) minor risk 1 2 3 4 5 major risk

⁻⁵ don't know

b. CANS (repetitive or static work) minor risk 1 2 3 4 5 major risk

⁻⁵ don't know

c. Risks for eyesight minor risk 1 2 3 4 5 major risk

⁻⁵ don't know



ORGANISATION OF THE WORK

31. How often do employees in your organisation work for longer than two hours without interruption at display screens (in other words, not interrupted by other activities or by breaks)?
- 1 Often
 - 2 Regularly
 - 3 Occasionally
 - 4 Never
 - 5 Don't know
32. (t) Legislation provides that employees may not work for more than two hours continuously at a display screen. Do you feel that this rule can be adequately implemented in your company?
- 1 Yes **→ skip the next question**
 - 2 Not entirely
 - 3 No, not at all
 - 5 Don't know **→ skip the next question**
33. (t) Why not? (more than one answer is possible)
- 1 We don't really know how long employees work continuously at display screens
 - 2 We have little control over how long employees work continuously at display screens
 - 3 The work does not allow it
 - 4 It is bad for the business
 - 5 The legislation is not clear on this point
 - 6 Other reason (please specify)
 - 5 Don't know
33. How does your company regulate the length of time that employees work continuously at display screens? (**more than one answer is possible**)
- 1 The nature of the work ensures that display screen work is alternated with other work
 - 2 Employees at our company are obliged to use software that reminds them to take regular breaks
 - 3 Employees at our company have the option of using software that reminds them to take regular breaks
 - 4 The work is consciously arranged in such a way that employees do not work continuously at display screens for longer than two hours
 - 5 There are formal breaks (joint coffee breaks, for instance)
 - 6 We don't pay any attention to this point / it has not been regulated
 - 7 Other (please specify)
 - 5 Don't know
35. Do you feel it is important that employees do not work continuously at display screens for longer than two hours?
- 1 No, I don't feel it is important to fix a limit for the maximum amount of time an employee works at a display screen
 - 2 Yes, but only because it is prescribed by law
 - 3 Yes, because it can prevent problems such as CANS and sick leave
 - 4 Don't know

To what extent do you agree with the following statements:

- 1 Agree
- 2 Neither agree nor disagree
- 3 Disagree
- 5 Don't know

- 36. (t) If there was no legislation we would devote less attention to ensuring that display screen work is alternated with other types of work or breaks
- 37. (t) Devoting attention to ensuring that display screen work is alternated with other types of work or breaks is useful for our company
- 38. By alternating display screen work with other kinds of work or breaks we are better able to manage absenteeism in the organisation
- 39. (t) It is unclear precisely what alternating display screen work with other types of work or breaks should actually involve

INFORMATION AND TRAINING

- 40. (t) Are employees in your company given information about how to prevent the health risks associated with display screen work?
 - 1 Yes
 - 2 Some
 - 3 No
 - 5 Don't know

- 41. (t) Have employees in your company been given instructions on how to arrange their workstation in such a way as to avoid health problems? This refers to information on aspects such as the proper height of the desk and the chair and the distance they should sit from the screen and keyboard.
 - 1 Yes
 - 2 Some
 - 3 No
 - 5 Don't know

- 42. Have the employees in your company received information about how they can reduce the health risks associated with display screen work (for example by taking breaks, doing exercises, installing special software)?
 - 1 Yes
 - 2 Some
 - 3 No
 - 5 Don't know

If the answer to question 40, 41 or 42 is no

- 43. You have stated that the employees have not been given information about all the points listed above. What is the reason for this?
(more than one answer is possible)
 - 1 Never considered providing the information
 - 2 There is no point, it is not useful
 - 3 Never got around to it, it was not a priority
 - 4 The legislation is unclear on this point
 - 5 There is too little work with display screens in our company
 - 6 We don't have the necessary in-house expertise
 - 7 We don't have sufficient capacity/time
 - 8 It would cost too much
 - 9 We don't yet know yet how we are going to do deal with it
 - 10 Other reason (please specify)

 - 5 I don't know why it hasn't yet been done

If the answer to question 40, 41 or 42 was yes or some

44. How were the employees informed?

(more than one answer is possible)

- 1 On commencement of employment
- 2 Individual employees receive instruction at their workstation
- 3 Via intranet
- 4 In a brochure
- 5 Verbally (individually)
- 6 Course
- 7 Training
- 8 Other (please specify)
- 5 Don't know

To what extent do you agree with the following statements:

- 1 Agree
- 2 Neither agree nor disagree
- 3 Disagree
- 5 Don't know

- 45. (t) If there was no legislation we would devote less attention to providing information to employees who work with display screens
- 46. (t) Providing information to employees about the health risks of display screen work is useful for our company
- 47. By providing information we are better able to manage absenteeism in the organisation
- 48. (t) The legislation does not make it clear precisely what information and training should be provided
- 49. (t) The legislation concerning training and information for employees who work with display screens can be implemented effectively

ANALYSIS OF THE WORKSTATION

50. (t) Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

- 1 Yes → skip next question
- 2 It has been carried out, but not reviewed
- 3 We are carrying one out at the moment
- 4 No
- 5 Don't know → skip next question

51. Why has your company not yet carried out a Risk Assessment and Evaluation and had it reviewed by an Occupational Health and Safety Service?

(more than one answer is possible)

- 1 I didn't know that the company was required to do so
- 2 I have never heard of a Risk Assessment and Evaluation
- 3 I don't feel it is important enough, it is not a priority
- 4 I don't yet know how I should handle it
- 5 Carrying it out would be too expensive or take too much time
- 6 I don't know why it hasn't yet been done
- 7 Other reason (please specify)
- 5 Don't know

→ Proceed to question 59

To what extent do you agree with the following statements:

- 1 Agree
- 2 Neither agree nor disagree
- 3 Disagree
- 5 Don't know

52. (t) The risk assessment has increased awareness in our organisation of the health risks associated with display screen work
53. (t) If there was no legislation we would not have carried out a Risk Assessment and Evaluation
54. A Risk Assessment and Evaluation is useful for our company
55. By carrying out a Risk Assessment and Evaluation we are better able to manage absenteeism in the organisation
56. The legislation does not make it clear precisely what a Risk Assessment and Evaluation is supposed to entail
57. The legislation concerning the risk assessment can be effectively implemented
58. (t) To what extent did the following aspects receive attention in the Risk Assessment and Evaluation?
- 1 A lot of attention
 - 2 Some attention
 - 3 Hardly any attention
 - 5 Don't know
- a. Risks of psychological work strain/ work stress/work pressure
 - b. Risks to eyesight
 - c. Risks of CANS (repetitive or static work)
- 59 (t) To what extent are the following aspects of the workstations and working routines of individual employees investigated? **(more than one answer is possible)**
- 1 They are not investigated
 - 2 At the commencement of employment
 - 3 At regular intervals
 - 4 If there is a reason to do so (for example, in the event of complaints of CANS)
 - 5 Don't know
- a. Risks of psychological work strain/ work stress/work pressure
 - b. Risks to eyesight
 - c. Danger of CANS (repetitive or static work)
60. Have any changes been made to the employees' workstations or working routines in the last two years in connection with the health risks of display screen work?
- 1 Yes, for the majority of employees who work with display screens
 - 2 Yes, for a small number of the employees who work with display screens
 - 3 No
 - 5 Don't know

If the answer to question 60 is yes

61. What changes were made?
(more than one answer is possible)
- 1 Different furniture
 - 2 Different computers, screens, mice etc.
 - 3 Software that reminds the user to take regular breaks
 - 4 Different lighting or protection from light
 - 5 Reduction of workload
 - 6 Change in the organisation of the work
 - 7 Reduction of nuisance from noise
 - 8 Improvement to climate (humidity, heat, etc.)
 - 9 Other (please specify)
 - 5 Don't know

If the answer to question 60 was yes

62. What was the reason for this?

(more than one answer is possible)

- 1 The changes were necessary to comply with legislation
- 2 The changes were made in response to a risk assessment
- 3 At the request of individual employees
- 4 At the request of the Works Council
- 5 At the request of the Labour Inspectorate
- 6 The equipment had to be replaced anyway
- 7 We happened to receive a good offer
- 8 Other reason (please specify)
- 5 Don't know

If the answer to question 60 was no

63. Why not?

(more than one answer is possible)

- 1 I am certain that the workstations have complied with legislation for years
- 2 I assume the workstations still comply with the legislation
- 3 Our risk assessment did not identify any need for changes
- 4 I regard the legal requirements concerning workstations as somewhat excessive
- 5 I don't think it is important enough, it is not a priority
- 6 I still don't know how to deal with it
- 7 It will be too expensive or take too much time
- 8 Employees have not requested it
- 9 Other reason (please specify)
- 5 Don't know

Working at home

64. Are there any employees in your company who work at home and use a display screen for at least two hours every day?

- 1 Yes
- 2 No → skip next question
- 5 Don't know → skip next question

65. Does your company provide employees who work at home with a good workstation for their home if they do not already have one?

- 1 Yes
- 2 Sometimes
- 3 No
- 5 Don't know

CONSULTATION AND EMPLOYEE PARTICIPATION

66. (t) Does your company have an employee participation body (for example, a Works Council or staff representative body)?

- 1 Yes
- 2 No → skip next question
- 5 Don't know → skip next question

67. (t) Does this body also concern itself with working conditions relating to display screen work?

- 1 Yes
- 2 Yes, but not much
- 3 No
- 5 Don't know

68. Have any employees in your organisation ever requested that working conditions be investigated or improved in connection with CANS or its prevention?
- 1 Yes
 - 2 No → skip next question
 - 5 Don't know → skip next question
69. Did you agree to this request?
- 1 Yes
 - 2 In part
 - 3 No
 - 5 Don't know

PROTECTION OF EYES AND EYESIGHT

70. (t) Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? **(more than one answer is possible)**
- 1 Yes, before they start working at a display screen for the first time
 - 2 Yes, at regular intervals
 - 3 Yes, if an employee has problems with his or her eyesight as a result of display screen work
 - 4 No
 - 5 Don't know
71. If the results of the occupational health examination or other appropriate examination require it, is the employee concerned given the opportunity to undergo an ophthalmological examination (by an ophthalmologist)?
- 1 Yes
 - 2 Sometimes
 - 3 No
 - 5 Don't know
72. (t) If the results of the occupational health medical examination or other appropriate examination show they are necessary and normal corrective appliances cannot be used, is the employee concerned provided with corrective appliances for their eyes specifically for the work concerned?
- 1 Yes
 - 2 Sometimes
 - 3 No
 - 5 Don't know
- To what extent do you agree with the following statements:
- 1 Agree
 - 2 Neither agree nor disagree
 - 3 Disagree
 - 5 Don't know
73. (t) If there was no legislation we would devote less attention to the protection of the eyes and eyesight of employees who work with display screens
74. (t) Attention to protecting the eyes and eyesight of employees who work with display screens is useful for our company
75. By taking measures to protect the eyes and eyesight of employees who work with display screens we are better able to manage absenteeism in the organisation
76. (t) It is unclear precisely what the legislation requiring protection of the eyes and eyesight of employees who work with display screens entails
77. (t) The legislation concerning the protection of the eyes and eyesight of employees who work with display screens can be effectively implemented

COSTS AND REVENUES

78. (t) What is the ratio of costs to revenues for your company of the implementation of legislation concerning display screen work?
- 1 The costs are greater
 - 2 The costs and revenues balance each other out
 - 3 The revenues are greater
 - 4 Not applicable: have not implemented the regulations → skip next two questions
 - 5 Don't know

79. Please state to what extent the implementation of legislation concerning display screen work has directly led to the following benefits for your company?
- 1 Agree entirely
 - 2 Agree somewhat
 - 3 Neutral
 - 4 Disagree entirely
 - 5 Disagree somewhat
 - 5 Don't know

Implementation of the regulation has led to:

- a. Less absenteeism
- b. Less mental work strain/stress/pressure
- c. Lower staff turnover
- d. Increase in labour productivity or quality of output
- e. Greater effort by employees
- f. Reduced costs and claims arising from CANS
- g. Other (please specify)

.....

80. Can you give an indication of the total costs incurred by your organisation in complying with the legislation concerning display screen work? This is only the additional costs incurred to comply with the legislation and does not include the purchase of standard computers and furniture. Please break down the additional costs according to the following aspects of the directive on display screen work? (in euros)

Please give an estimate if you do not know precise amounts.

Total costs € _____
 Don't know

Breakdown

Risk Assessment and Evaluation	€ _____
Changes to working routine/alternation of work	€ _____
Workstation analysis	€ _____
Adjustments to furniture	€ _____
Adjustments to computer (peripherals)	€ _____
Eye and eyesight examination	€ _____
Ophthalmological examination	€ _____
VDU glasses	€ _____
Information provision	€ _____
Training and courses	€ _____
Other (please specify)	€ _____

Don't know

ENFORCEMENT

81. If our company failed to comply with the legislation concerning display screen work there is a good chance we would be instructed to do so by:

(more than one answer is possible)

- 1 No one
- 2 The Labour Inspectorate
- 3 Our Occupational Health and Safety Service
- 4 Individual employees
- 5 The Works Council or staff representative body
- 6 The Human Resources department
- 7 Other (please specify)
- 5 Don't know

IMPROVEMENTS

82. (t) Has your company encountered any obstacles in complying with the legislation concerning display screen work? **(more than one answer is possible)**

- 1 No, my company has not encountered any obstacles
- 2 Yes, my company is not sufficiently familiar of the legislation
- 3 Yes, the legal requirements are not clear
- 4 Yes, the legislation is too extensive
- 5 Yes, my company must go to a great deal of trouble (administratively, physically) to comply with the legislation
- 6 Yes, circumstances (mergers, reorganisations) have made it difficult for us to comply with the legislation
- 7 Yes, it will be very expensive for us to comply with the legislation
- 8 Other (please specify).....
- 5 Don't know

83. (t) What improvements would you like to see from the government concerning display screen work? **(more than one answer is possible)**

- 1 None
- 2 Less legislation
- 3 More legislation
- 4 Better information
- 5 Exemption from the rules for certain companies
- 6 More subsidies
- 7 More information about legislation
- 8 Greater transparency
- 9 Other (please specify)
- 5 Don't know

84. (t) The legislation does not cover all display screen work. Certain display screen equipment and employees who work with display screens for only a limited number of hours are not covered by the legislation. How do you feel about the current scope of application of the legislation?

(more than one answer is possible)

- 1 I don't know the precise scope of application of the legislation
- 2 It is currently unclear which employees are or are not covered by the legislation
- 3 I have no comment to make on the current scope of application
- 4 I think that the law should apply to more employees/equipment (please specify)
- 5 I think that the law should apply to fewer employees/ less equipment (please specify)

BACKGROUND

85. Under which category does your company fall?

- 1 Commercial company
- 2 Government
- 3 Non-profit sector (non-governmental)
- 5 Don't know

→ If (question 4a = 100) or (question 3 = 0) then only ask the last question and end with the text:

The rest of the questions regarding display screen work do not apply for your organisation. You have come to the end of the questionnaire. Thank you very much for your cooperation.

You have reached the end of the questionnaire. Hit 'Next' to send your completed questionnaire. Hit 'Back' if you would like to revise your answers.

Thank you very much for your cooperation.

Annex 4 Questionnaire employees

Questionnaire for employees

This questionnaire is about working with display screens. The Ministry of Social Affairs and Employment wants to evaluate whether changes are needed in the legislation for employees who use display screens in the course of their work. We would ask you to complete this questionnaire even if you seldom if ever use a display screen in your work. Thank you for your cooperation.

Please note the following points while completing this questionnaire:

- When you press "Next" the first question will appear. When you have completed this question the next question will automatically appear. If you answer a question incorrectly, you can return to it with the "Back" button. You cannot proceed to the next question until you have answered the question on the screen.
- If you wish, you can take a break and complete the questionnaire at a later time. Simply close the program (Internet Explorer) and when you log in again you will automatically return to the last question you answered.
- Don't use the standard buttons of the program (Internet Explorer) such as Previous, Next or Stop but the buttons "Next" and "Back" at the bottom of your screen.

Finally, the information you provide will be treated confidentially. The results will be processed in such a way that the responses cannot be traced to a particular individual or organisation. Click on "Next" to start with the first question.

SELECTION QUESTIONS

1. Are you employed, are you in education or what is your major occupation?
 - 4 Salaried employment (full-time or part-time)
 - 5 Temporary work through an employment agency (full-time or part-time)
 - 6 Self-employed (full-time or part-time) → end
 - 7 Education / training → end
 - 8 Housekeeping, child rearing → end
 - 9 Unemployed → end
 - 10 Long-term sick leave, incapacitated for work → end
 - 11 Retired → end
 - 12 Other → end
 - 5 Don't know → end

2. Do you ever use a display screen (for example, a personal computer or a laptop) during your work?
 - 1 Yes
 - 2 Never → end
 - 5 Don't know → end

3. What type of display screen do you generally use? (only one answer is possible)
 - 4 Computer (Desktop PC)
 - 5 Laptop or notebook
 - 6 Other, specify
 - 5 Don't know → end

4. How many hours a day, on average, do you spend working on a display screen? *If you can't give a precise answer, please make an estimate.*
 - hours a day → if 0, end
 - 5 Don't know → end

→ end: The rest of the questions about working with a display screen do not apply to you. You have completed the questionnaire. Thank you for your cooperation.

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WORK AT HOME

5. Do you ever use a display screen for your work at home (during official working hours; we are not referring to overtime)?
- 1 Yes
 - 2 No → skip next question
 - 5 Don't know → skip next question
6. If you work at home, how many hours a day, on average, do you work on the display screen?
..... hours a day
7. Do you ever work overtime at home using a display screen?
- 1 Yes
 - 2 No → skip next question
 - 5 Don't know → skip next question
8. How many hours of overtime do you work each week at home using a display screen?
..... hours a week

CONSEQUENCES

9. Have you had any complaints with your hands, wrists, arms, neck and/or shoulders that are connected with your work in the last three months? *In the rest of the questionnaire these complaints are jointly referred to as CANS.*
- 1 Always
 - 2 Often
 - 3 Occasionally
 - 4 Never
 - 5 Don't know
10. Please say to what extent the following statements apply to you?
- 1 Agree
 - 2 Slightly agree
 - 3 Slightly disagree
 - 4 Disagree
 - 5 Don't know
- a. I regularly have to work under extreme pressure or at an increased pace
 - b. I am regularly unable to complete my work or can only do so by working extremely hard.
 - c. I can work at my own pace
 - d. I have to work extremely quickly
 - e. I work under time pressure

INFORMATION AND TRAINING

11. Has your employer given you information about how to prevent health risks associated with display screen work?
- 1 Yes
 - 2 Some
 - 3 No
 - 5 Don't know

12. Has your employer given you instructions on how you can arrange your workstation to avoid health complaints, and if so how? This would be information such as the height of your desk and chair and your distance from the display screen and keyboard (more than one answer is possible)?
- 1 No
 - 2 Yes, when I started working with a display screen
 - 3 Yes, somebody came to my workstation to give instructions
 - 4 Yes, I receive instruction at fixed intervals
 - 5 Yes, via intranet
 - 6 Yes, in a brochure or leaflet
 - 7 Yes, I was told
 - 8 Yes, I attended a course
 - 9 Yes, I received training
 - 10 Yes, in some other way (please specify)
 - 5 Don't know

13. Has your employer given you information about how to reduce the health risks of display screen work (for example, by taking breaks, doing exercises, installing software)?
- 1 Yes
 - 2 Some
 - 3 No → skip next question
 - 5 Don't know → skip next question

14. On what subjects did you receive information? (more than one answer is possible)
- 1 Exercises I can do
 - 2 Software that prompts me to take a break
 - 3 Variety in my work
 - 4 Taking breaks
 - 5 Reducing stress
 - 6 Other (please specify)
 - 5 Don't know

If (question 11 is yes or some) or (question 12 is yes) or (question 13 is yes or some)

15. Do you actually use the information you receive from your employer in practice?
- 1 Yes → skip next question
 - 2 Sometimes → skip next question
 - 3 No
 - 5 Don't know → skip next question

16. Why do you not actually use the information you receive from your employer? (*more than one answer is possible*)
- 1 I keep forgetting it
 - 2 My employer doesn't encourage me
 - 3 It's not a priority for me so long as I have no complaints
 - 4 It takes too much time or effort
 - 5 I don't know what I'm supposed to do
 - 6 The work doesn't allow it (for example, because of deadlines or work pressure)
 - 7 I don't find it necessary
 - 8 Other reason (please specify)
 - 5 Don't know

If (question 11 is yes or some) or (question 12 is yes) or (question 13 is yes or some)

17. Do you think that the information provided by your employer helps you to avoid or reduce CANS?
- 1 Yes → skip next question
 - 2 Partly
 - 3 No
 - 5 Don't know → skip next question

18. In what respect does it not help?
(more than one answer is possible)
- 1 There is too little information or the information is wrong
 - 2 I can't use the information in practice
 - 3 I don't do enough with the information
 - 4 Even without the information I don't expect to suffer from CANS or other complaints
 - 5 Other (please specify)
 - 5 Don't know
19. Do you feel that employers should be legally obliged to provide their employees with information and instructions about the proper use of display screens?
- 1 Yes
 - 2 No
 - 5 Don't know

ANALYSIS OF WORKSTATION

20. To what extent does your organisation devote attention to the following aspects of the workstations and working routines of the employees? **(more than one answer is possible)**
- 4 Practically no attention
 - 5 On commencement of employment
 - 6 At regular intervals
 - 7 If there is a reason to do so (for example, if there are complaints of CANS)
 - 5 Don't know
 - a. psychological work strain / work stress / work pressure
 - b. risks to eyesight
 - c. risks of CANS
21. Have you personally submitted a request to your employer to improve your working conditions in connection with the prevention of CANS in the last few years?
- 1 Yes
 - 2 No **→ skip the next three questions**
 - 5 Don't know **→ skip the next three questions**
22. What did you request? **(more than one answer is possible)**
- 1 an eye test
 - 2 a workstation analysis
 - 3 better furniture
 - 4 a better computer or peripherals (mouse, screen, keyboard, etc.)
 - 5 software that prompts the user to take regular breaks
 - 6 reduced work pressure
 - 7 more information or instruction
 - 8 other (please specify)
 - 5 Don't know
23. Did your employer grant this request?
- 1 Yes
 - 2 Partially
 - 3 No
 - 5 Don't know
24. Were you aware of the statutory rules concerning display screen work when you made your request?
- 1 Yes
 - 2 Partially
 - 3 No
 - 5 Don't know

ORGANISATION OF WORK

To what extent do the following features apply to your work?

- 1 Always
- 2 Often
- 3 Occasionally
- 4 Never
- 5 Don't know

- 25. The work on the display screen is regularly alternated with other work (not on the display screen).
- 26. I take a break of at least 10 minutes after working for 2 hours at the display screen.
- 27. I regularly take a mini-break or switch to other work while working at the display screen.
- 28. I work longer than 2 hours a day with a laptop or notebook (without using a laptop stand, a separate keyboard, a separate mouse or a separate monitor).
- 29. I occasionally work for longer than 2 hours continuously on the display screen.

If the answer to the last item is always, often or sometimes

30. If you don't take a break, why not?

(more than one answer is possible)

- 1 I always forget
- 2 I am not interested in taking a break / I prefer to work on
- 3 My employer does not encourage it
- 4 The work does not permit it (for example, because of deadlines or work pressure)
- 5 There are no natural breaks in the work that I do
- 6 I don't find it necessary
- 7 Other reason (please specify)
- 5 Don't know

CONSULTATION AND EMPLOYEE PARTICIPATION

31. Is there an employee participation body in your company (for example, a works council or staff representative body)?

- 1 Yes
- 2 No → skip next question
- 5 Don't know → skip next question

32. Do these bodies concern themselves with working conditions relating to display screen work?

- 1 Yes
- 2 Yes, but not much
- 3 No
- 5 Don't know

PROTECTION OF EYES AND EYESIGHT

33. Has your employer allowed you to have an occupational health examination or other suitable examination for your eyes and eyesight?

- 1 Yes
- 2 No → skip next question
- 5 Don't know → skip next question

34. What was the reason for it? (**more than one answer is possible**)

- 1 It is standard practice at regular intervals in our organisation
- 2 I had the examination when I started work
- 3 I had problems with my eyes
- 4 I requested it myself
- 5 I was suffering from CANS
- 6 Other reason (please specify)
- 5 Don't know

35. Has your employer provided special equipment, such as VDU glasses, a larger screen or other equipment, for example in response to an occupational health examination?

- 1 Yes
- 2 No, but I did want him to
- 3 No, it wasn't necessary
- 5 Don't know

36. Do you feel that employers should be legally obliged to allow employees to have an occupational health examination or other suitable examination for their eyes and eyesight?

- 1 Yes
- 2 No
- 5 Don't know

KNOWLEDGE OF THE LAW

37. The European Commission has adopted a directive for display screen work. The European directive has been incorporated in the occupational health and safety legislation in the Netherlands. To what extent were you aware of this legislation?

- 1 I didn't know there was special legislation governing display screen work
- 2 I did know that the occupational health and safety legislation included rules about display screen work, but didn't know about the European directive
- 3 I knew that the Dutch legislation governing display screen work involved the implementation of the European directive
- 5 Don't know

YOUR WORKSTATION AND THE LAW

a. The legislation is intended to protect the health of employees. Some of the rules are very effective, while other may be unnecessary. Can you please indicate for each of the following aspects¹ whether or not they apply to your work. If the specific rule means nothing to you, say that you don't understand what it means.

My workstation complies with this

- 1 Yes
- 2 No
- 3 I don't understand
- 5 Don't know

b. We will now ask you to say for each aspect whether you feel it would be useful to make it mandatory in Dutch legislation, for example because it helps protect your health as an employee or because you are worried that otherwise your employer will ignore it.

¹ We added some aspects which are not explicitly stated in the Directive and asked in the same way whether employers think these aspects are implemented and mandatory.

Should be included in the law

- ¹ Yes
- ² No
- ⁻⁵ Don't know

EQUIPMENT AND FURNITURE

- 38. The characters on the display screen are sharp and clear enough and sufficiently large
- 39. The image on screen is stable, with no flickering or any other form of instability
- 40. I can easily adjust the contrast between the characters and background myself
- 41. My screen can be tilted backwards and forwards (itself or with a stand)
- 42. My screen does not give off an annoying shine or reflection
- 43. I have a separate keyboard with a cable that is long enough for it be placed easily on my desk
- 44. There is enough space in front of my keyboard to support my hands and arms
- 45. My keyboard has a non-reflective surface and the symbols on my keyboard can be read from a normal working posture
- 46. My desk or work surface is large enough to do any work other than the display screen work
- 47. There is a document holder, which is large and stable enough, that I can use if necessary
- 48. The height of my desk and/or chair is adjusted to the length of my body.

DESIGN OF THE WORKSTATION

- 49. My office has sufficient light to be able to read and work comfortably
- 50. I look directly into the daylight when I face the display screen
- 51. Fluorescent and other lighting is not directly reflected in the display screen
- 52. My windows are fitted with suitable adjustable blinds to reduce the intensity of light falling on my workstation
- 53. My computer, printer or other piece of equipment makes so much noise that it bothers me
- 54. My computer, printer or other piece of equipment produces too much heat.
- 55. The humidity in my office is adequate

SOFTWARE

- 56. The software on my computer is suitable for the tasks that I have to perform
- 57. The software on my computer is easy to use and matches my level of knowledge and experience
- 58. The systems on my computer provide information about how they work
- 59. The information on my computer is visible in a form and at a speed that suits me.

OTHER¹

- 60. My keyboard, document and display screen are at a roughly equal viewing distance
- 61. My display screen is directly in front of me when I sit straight in front of the edge of the desk.
- 62. My display screen is at least 50 centimetres from the edge of the desk
- 63. There is a foot rest I can use, if necessary
- 64. I have sufficient leg room when sitting (your legs must not bang against anything).
- 65. I can set my mouse to be used with both the left and right hand
- 66. There is enough space on my desk to use my mouse without difficulty

¹ Most of these items are based on the Dutch regulations on VDU work (they are not included in the VDU Directive).

WORKING AT HOME

If an employee sometimes works at home or does overtime at home (question 5 is yes or question 7 is yes).

You have said that you occasionally work at home. Please state whether the following aspects apply to you.

- 1 Yes
2 No
-5 Don't know

67. When I work at home I regularly work for more than two hours continuously at a display screen
68. I have a good workstation when I am working on the computer at home (the chair is adjustable, the desk is the right height, the display screen is directly in front of me and the viewing distance is adequate)
69. My employer has enquired about the quality of my workstation at home
70. My employer has (partially) arranged for me to have a good computer at home.
71. My employer has (partially) arranged for me to have a good workstation at home.
72. I regularly have to work under considerable pressure or at a faster pace than usual when I work at home
73. My employer refuses to provide me with a good workstation at home
74. I sometimes work or do overtime at home because my employer has asked me to

IMPROVEMENTS

75. a. Are you satisfied with the ergonomic quality of your workstation at work? (Think for example of the incidence of light, the height of the chair and desk, the viewing distance).

- 1 Yes → skip next question
2 Partially
3 No
-5 Don't know → skip next question

- b. What are you dissatisfied with?

- 1 Computer screen
2 Computer peripherals (mouse, keyboard, etc.)
3 (Settings) chair
4 (Settings) desk
5 Light
6 Other (please specify)
-5 Don't know

76. Do you feel that your employer is doing enough to protect the health and welfare of employees who work with display screens in the organisation?

- 1 Yes → skip next question
2 Partially
3 No
-5 Don't know → skip next question

77. In what respects could the employer do more to protect their health?
(*more than one answer is possible*)

- 1 Workstation analysis
2 Provide information about the health risks of display screen work
3 Breaks / changes in the organisation of the work
4 Changes in the workstation
5 Training
6 Eye tests
7 Reduce work pressure
8 Other (please specify)
-5 Don't know

BACKGROUND

78. Under which category does your organisation fall?

- 1 Commercial company
- 2 Government
- 3 Non-profit sector (non-governmental)
- 5 Don't know

79. How many employees are there in the company (or establishment) where you work?

- 1 1 to 9 employees
- 2 10 to 49 employees
- 3 50 to 99 employees
- 4 100 employees or more
- 5 Don't know

80. In what sector do you work?

- 1 Agriculture, hunting and forestry
- 2 Fisheries
- 3 Mining
- 4 Industry
- 5 Electricity, natural gas and warm water
- 6 Construction
- 7 Repair of consumer articles and trade
- 8 Hospitality
- 9 Transport, storage and communication
- 10 Financial institutions
- 11 Property, commercial services
- 12 Public administration, government and social insurance
- 13 Education
- 14 Health care and social services
- 15 Environment, culture, recreation and other services
- 16 Private households with salaried employees
- 17 Extra-territorial bodies and organisations
- 18 Others (please specify)
- 5 Don't know

81. What is your age?

.....

82. What is the highest education that you completed?

- 1 None / Primary education
- 2 Lower Vocational Education (LBO)/ Preparatory Secondary Vocational Education (VMBO)/ Lower Secondary General Education (MAVO)
- 3 Higher Secondary General Education (HAVO)/ Pre-university Education (VWO)
- 4 Secondary Vocational Education (MBO)
- 5 Higher Professional Education (HBO)/University
- 5 Don't know

83. Are you male or female?

- 1 Female
- 2 Male

Annex 5 Tables

Frequency tables employers

1. Is there anyone in your organisation that ever uses a display screen for their work?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	87%	97%	98%	100%	89%
No	%	13%	3%	1%		11%
Don't know	%	0%		1%	0%	0%
Total	%	100%	100%	100%	100%	100%
	Unw. count	660	756	423	533	2372

2. What type of display screen is it? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Computer (desktop PC)	%	94%	99%	99%	99%	95%
Laptop or notebook	%	48%	58%	72%	80%	51%
Other (please specify)	%	7%	3%	3%	6%	6%
Don't know	%	0%		0%		0%
Total	%	100%	100%	100%	100%	100%
	Unw. count	587	737	414	531	2269

Percentages are based on the number of cases

3. How many employees (excluding temporary staff or employees on secondment) are currently employed in this establishment? Give the number of employees, not the number of full-time equivalents (FTEs). If you don't know the precise number of employees, please give an estimate.

	Unweighed count	%
2 through 9	660	81%
10 through 49	756	15%
50 through 99	423	2%
100 and more	533	2%
Total	2372	100%

Sector

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Industry	%	7%	16%	20%	20%	9%
Electricity, natural gas and warm water	%	0%	0%	0%	1%	0%
Construction	%	8%	12%	9%	5%	9%
Repair of consumer articles and trade	%	29%	26%	19%	12%	28%
Hospitality	%	9%	6%	2%	1%	8%
Transport, storage and communication	%	4%	7%	8%	6%	4%
Financial institutions	%	3%	2%	2%	2%	2%
Property, commercial services	%	17%	17%	16%	14%	17%
Public administration, government and social insurance	%	0%	0%	2%	7%	0%
Education	%	1%	3%	6%	13%	2%
Health care and social services	%	9%	6%	10%	14%	9%
Environment, culture, recreation and other services	%	13%	6%	5%	5%	12%
Total	%	100%	100%	100%	100%	100%
	Unw. count	660	756	423	533	2372

4a. % seldom if ever work with a display screen

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
0	%	50%	29%	23%	16%	45%
1 through 24	%	10%	24%	29%	46%	14%
25 through 49	%	6%	11%	12%	11%	7%
50 through 99	%	19%	32%	35%	27%	21%
100	%	15%	3%	1%	1%	13%
Total	%	100%	100%	100%	100%	100%
	Unw. count	646	742	414	530	2332

4b. % work less than two hours a day with a display screen

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
0	%	57%	36%	23%	13%	53%
1 through 24	%	14%	37%	52%	54%	19%
25 through 49	%	11%	16%	18%	17%	12%
50 through 99	%	13%	11%	6%	16%	13%
100	%	5%	0%			4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	646	742	414	530	2332

4c. % work more than two hours a day with a display screen

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
0	%	26%	6%	1%	1%	22%
1 through 24	%	11%	27%	24%	25%	14%
25 through 49	%	11%	17%	20%	22%	12%
50 through 99	%	21%	33%	43%	46%	23%
100	%	32%	18%	13%	5%	29%
Total	%	100%	100%	100%	100%	100%
	Unw. count	646	742	414	530	2332

5. What sources does your company use for information about regulations concerning work with display screens? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
The actual text of laws	%	7%	10%	18%	36%	8%
Books explaining the law	%	3%	6%	11%	23%	4%
Professional journals	%	22%	25%	31%	47%	23%
The occupational Health and Safety Service	%	37%	52%	74%	74%	41%
Internet (general)	%	37%	39%	42%	49%	37%
arbo.nl (internet)	%	17%	19%	29%	30%	18%
Trade association (telephone, internet)	%	18%	19%	21%	19%	18%
Other companies	%	8%	8%	7%	6%	8%
Courses/training	%	10%	14%	22%	29%	12%
Government: ministry	%	5%	9%	10%	23%	6%
Government: Labour Inspectorate	%	6%	10%	16%	23%	8%
Suppliers of office equipment	%	11%	15%	11%	18%	11%
Our company does not need any information about working with display screens	%	24%	16%	6%	4%	21%
Other (please specify)	%	2%	3%	3%	7%	2%
Don't know	%	8%	6%	4%	4%	8%
Total	%	100%	100%	100%	100%	100%
	Unw. count	523	656	378	475	2032

Percentages are based on the number of cases

6. How would you generally describe the situation with regard to access to information about regulations concerning work with display screens?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Good	%	23%	24%	32%	26%	24%
Adequate	%	37%	45%	43%	53%	39%
Fair	%	12%	11%	12%	11%	12%
Poor	%	5%	5%	4%	2%	5%
Don't know	%	23%	16%	9%	9%	21%
Total	%	100%	100%	100%	100%	100%
	Unw. count	522	654	378	473	2027

7. The European Commission has adopted a directive on governing work with display screens. That directive has been incorporated in Dutch occupational health and safety legislation. To what extent are you aware of the existence of this legislation?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
I didn't know there was special legislation governing work with display screens.	%	36%	27%	17%	11%	34%
I knew that the occupational health and safety legislation included rules about working with display screens but I was not aware of the European directive	%	43%	50%	58%	47%	45%
I knew that the Dutch legislation governing work with display screens implemented the European directive	%	15%	17%	22%	38%	16%
Don't know	%	6%	5%	3%	4%	6%
Total	%	100%	100%	100%	100%	100%
	Unw. count	520	653	377	472	2022

8a. A risk assessment specifically devoted to eyesight

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	41%	52%	52%	61%	43%
No	%	19%	20%	24%	18%	19%
Don't know	%	40%	28%	24%	21%	37%
Total	%	100%	100%	100%	100%	100%
	Unw. count	490	617	357	458	1922

9a. A risk assessment specifically devoted to hearing

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	28%	39%	45%	47%	31%
No	%	37%	33%	32%	30%	36%
Don't know	%	35%	28%	23%	22%	34%
Total	%	100%	100%	100%	100%	100%
	Unw. count	490	617	357	458	1922

10a. A risk assessment specifically devoted to physical strain

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	63%	68%	78%	78%	65%
No	%	14%	11%	9%	10%	13%
Don't know	%	23%	21%	12%	12%	22%
Total	%	100%	100%	100%	100%	100%
	Unw. count	490	617	357	458	1922

11a. A risk assessment specifically devoted to mental strain

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	28%	31%	38%	51%	29%
No	%	30%	34%	31%	23%	31%
Don't know	%	41%	35%	31%	26%	40%
Total	%	100%	100%	100%	100%	100%
	Unw. count	489	616	357	458	1920

12a. The formulation and implementation of an action plan for dealing with risks, based on a risk assessment

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	49%	61%	70%	78%	52%
No	%	14%	13%	12%	8%	13%
Don't know	%	37%	25%	18%	14%	34%
Total	%	100%	100%	100%	100%	100%
	Unw. count	489	616	357	458	1920

13a. Display screen work must be alternated with other work or interrupted by a break after a maximum of two consecutive hours

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	61%	65%	68%	73%	62%
No	%	13%	14%	16%	13%	13%
Don't know	%	27%	21%	17%	13%	25%
Total	%	100%	100%	100%	100%	100%
	Unw. count	489	616	357	458	1920

14a. Employees may not perform display screen work for more than five hours a day

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	24%	23%	25%	29%	24%
No	%	30%	36%	39%	38%	31%
Don't know	%	46%	41%	35%	33%	45%
Total	%	100%	100%	100%	100%	100%
	Unw. count	489	616	357	458	1920

15a. Employees who are starting to work with display screens for the first time should be allowed to have an occupational health examination

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	15%	16%	23%	23%	16%
No	%	33%	41%	42%	39%	35%
Don't know	%	51%	43%	35%	38%	49%
Total	%	100%	100%	100%	100%	100%
	Unw. count	489	616	357	458	1920

16a. Employees should be allowed to have occupational health examinations at regular intervals

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	28%	42%	54%	58%	32%
No	%	26%	22%	19%	17%	25%
Don't know	%	46%	36%	27%	25%	43%
Total	%	100%	100%	100%	100%	100%
	Unw. count	489	616	357	458	1920

17a. Employees who display symptoms of an eye disorder that may be related to display screen work should be allowed to have an occupational health examination

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	56%	60%	70%	75%	57%
No	%	11%	11%	10%	7%	11%
Don't know	%	33%	29%	20%	18%	32%
Total	%	100%	100%	100%	100%	100%
	Unw. count	489	616	357	458	1920

18a. Employees should be allowed to have an ophthalmological examination (an examination by an ophthalmologist) if the circumstances warrant it

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	44%	44%	51%	55%	44%
No	%	15%	19%	19%	19%	16%
Don't know	%	41%	37%	30%	26%	40%
Total	%	100%	100%	100%	100%	100%
	Unw. count	489	616	357	458	1920

19a. Employees should be provided with corrective appliances for their eyes if it is necessary and the normal corrective appliances are inadequate

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	24%	24%	34%	51%	25%
No	%	30%	38%	31%	23%	31%
Don't know	%	46%	38%	35%	27%	44%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

20a. Reading glasses should be provided to employees if they need them

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	18%	14%	18%	26%	18%
No	%	42%	52%	53%	48%	44%
Don't know	%	40%	34%	29%	26%	38%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

21a. Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	30%	31%	50%	60%	32%
No	%	25%	28%	21%	16%	25%
Don't know	%	45%	41%	29%	23%	43%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

22a. Employees should be given information and training concerning the risks of display screen work

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	38%	43%	55%	68%	40%
No	%	23%	23%	21%	15%	23%
Don't know	%	39%	34%	24%	17%	38%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

23a. Employers should provide a good workstation for employees who work at home if they don't already have one

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	15%	17%	23%	27%	16%
No	%	51%	53%	53%	50%	51%
Don't know	%	34%	30%	24%	23%	33%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

24a. The legislation concerning display screen work only applies to employees who work with display screens for at least two hours a day

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	35%	38%	42%	38%	36%
No	%	21%	23%	27%	31%	22%
Don't know	%	44%	38%	31%	30%	42%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

25a. Specific ergonomic requirements for display screens: the image on the screen must be stable, the characters must be clear and large enough, the screen must be free from glare or reflection and the screen must freely movable and easily adjustable

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	51%	56%	66%	69%	52%
No	%	17%	16%	16%	11%	16%
Don't know	%	33%	28%	18%	20%	31%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

26a. Specific ergonomic requirements for keyboards: the keyboard can be tilted, it must have a mat surface and the symbols on the keys must have sufficient contrast and be easily legible

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	42%	50%	54%	53%	44%
No	%	26%	22%	23%	20%	25%
Don't know	%	32%	28%	23%	26%	31%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

27a. The furniture must be adjustable to the height of the user

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	71%	72%	78%	81%	71%
No	%	8%	11%	9%	6%	9%
Don't know	%	21%	17%	13%	13%	20%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

28a. Specific ergonomic requirements for lighting, the incidence of light, noise, heat and humidity

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	51%	57%	65%	72%	53%
No	%	19%	19%	16%	9%	19%
Don't know	%	30%	24%	18%	19%	28%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

29a. Specific ergonomic requirements for software: the software is designed for the task to be performed and the user, is easy to use and comes with instructions on how to use it

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	24%	28%	31%	38%	25%
No	%	31%	34%	37%	29%	32%
Don't know	%	45%	39%	31%	33%	43%
Total	%	100%	100%	100%	100%	100%
	Unw. count	478	604	349	452	1883

8b. A risk assessment specifically devoted to eyesight

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	51%	58%	66%	65%	53%
No	%	31%	26%	22%	26%	30%
Don't know	%	18%	16%	12%	9%	17%
Total	%	100%	100%	100%	100%	100%
	Unw. count	467	588	338	440	1833

9b. A risk assessment specifically devoted to hearing

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	36%	43%	52%	49%	38%
No	%	45%	39%	38%	41%	44%
Don't know	%	19%	18%	10%	10%	18%
Total	%	100%	100%	100%	100%	100%
	Unw. count	467	588	338	440	1833

10b. A risk assessment specifically devoted to physical strain

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	58%	63%	75%	79%	60%
No	%	25%	22%	16%	13%	24%
Don't know	%	17%	14%	8%	8%	16%
Total	%	100%	100%	100%	100%	100%
	Unw. count	467	588	338	440	1833

11b. A risk assessment specifically devoted to mental strain

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	38%	46%	56%	60%	40%
No	%	42%	36%	30%	27%	40%
Don't know	%	20%	18%	14%	13%	20%
Total	%	100%	100%	100%	100%	100%
	Unw. count	467	588	338	440	1833

12b. The formulation and implementation of an action plan for dealing with risks, based on a risk assessment

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	54%	62%	75%	85%	57%
No	%	26%	21%	14%	8%	24%
Don't know	%	20%	16%	11%	6%	19%
Total	%	100%	100%	100%	100%	100%
	Unw. count	467	588	338	440	1833

13b. Display screen work must be alternated with other work or interrupted by a break after a maximum of two consecutive hours

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	55%	54%	67%	60%	55%
No	%	31%	29%	24%	32%	30%
Don't know	%	15%	16%	10%	8%	15%
Total	%	100%	100%	100%	100%	100%
	Unw. count	498	639	371	490	1998

14b. Employees may not perform display screen work for more than five hours a day

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	40%	35%	42%	36%	39%
No	%	42%	45%	46%	51%	42%
Don't know	%	18%	20%	12%	12%	18%
Total	%	100%	100%	100%	100%	100%
	Unw. count	467	588	338	440	1833

15b. Employees who are starting to work with display screens for the first time should be allowed to have an occupational health examination

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	29%	29%	36%	34%	29%
No	%	52%	49%	52%	53%	51%
Don't know	%	20%	21%	12%	13%	19%
Total	%	100%	100%	100%	100%	100%
	Unw. count	498	639	371	490	1998

16b. Employees should be allowed to have occupational health examinations at regular intervals

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	46%	54%	64%	67%	48%
No	%	33%	27%	24%	23%	31%
Don't know	%	21%	20%	12%	11%	21%
Total	%	100%	100%	100%	100%	100%
	Unw. count	498	639	371	490	1998

17b. Employees who display symptoms of an eye disorder that may be related to display screen work should be allowed to have an occupational health examination

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	64%	67%	77%	80%	65%
No	%	21%	17%	14%	12%	20%
Don't know	%	15%	15%	9%	8%	15%
Total	%	100%	100%	100%	100%	100%
	Unw. count	498	639	371	490	1998

18b. Employees should be allowed to have an ophthalmological examination (an examination by an ophthalmologist) if the circumstances warrant it

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	57%	62%	67%	68%	58%
No	%	25%	22%	20%	23%	25%
Don't know	%	18%	16%	13%	9%	17%
Total	%	100%	100%	100%	100%	100%
	Unw. count	498	639	371	490	1998

19b. Employees should be provided with corrective appliances for their eyes if it is necessary and the normal corrective appliances are inadequate

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	38%	36%	50%	57%	38%
No	%	46%	43%	40%	33%	45%
Don't know	%	17%	21%	10%	10%	17%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

20b. Reading glasses should be provided to employees if they need them

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	29%	26%	34%	34%	29%
No	%	56%	55%	58%	56%	56%
Don't know	%	15%	18%	8%	9%	16%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

21b. Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	45%	47%	61%	66%	47%
No	%	36%	32%	28%	26%	35%
Don't know	%	19%	21%	11%	8%	19%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

22b. Employees should be given information and training concerning the risks of display screen work

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	55%	60%	76%	80%	57%
No	%	26%	22%	16%	13%	24%
Don't know	%	20%	18%	9%	7%	19%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

23b. Employers should provide a good workstation for employees who work at home if they don't already have one

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	20%	26%	35%	31%	21%
No	%	60%	57%	53%	56%	59%
Don't know	%	20%	18%	13%	13%	19%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

24b. The legislation concerning display screen work only applies to employees who work with display screens for at least two hours a day

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	47%	48%	55%	52%	47%
No	%	33%	36%	33%	36%	33%
Don't know	%	20%	16%	12%	12%	19%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

25b. Specific ergonomic requirements for display screens: the image on the screen must be stable, the characters must be clear and large enough, the screen must be free from glare or reflection and the screen must freely movable and easily adjustable

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	58%	69%	78%	75%	60%
No	%	24%	17%	15%	17%	23%
Don't know	%	18%	15%	7%	8%	17%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

26b. Specific ergonomic requirements for keyboards: the keyboard can be tilted, it must have a mat surface and the symbols on the keys must have sufficient contrast and be easily legible

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	52%	62%	71%	66%	55%
No	%	28%	22%	23%	23%	27%
Don't know	%	19%	16%	6%	12%	18%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

27b. The furniture must be adjustable to the height of the user

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	69%	75%	86%	85%	71%
No	%	17%	12%	8%	9%	16%
Don't know	%	14%	13%	6%	7%	13%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

28b. Specific ergonomic requirements for lighting, the incidence of light, noise, heat and humidity

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	56%	62%	74%	75%	58%
No	%	27%	24%	15%	15%	26%
Don't know	%	17%	14%	10%	10%	16%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

29b. Specific ergonomic requirements for software: the software is designed for the task to be performed and the user, is easy to use and comes with instructions on how to use it

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	40%	45%	54%	53%	41%
No	%	38%	38%	33%	33%	38%
Don't know	%	22%	18%	13%	14%	21%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	335	438	1825

30. Potential occupational risk : a. Work stress/work pressure (mental stress)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
1 Minor risk	%	37%	19%	12%	5%	32%
2	%	22%	23%	28%	25%	22%
3	%	20%	28%	33%	35%	22%
4	%	11%	18%	17%	23%	13%
5 Major risk	%	7%	7%	5%	8%	7%
Don't know	%	4%	5%	4%	3%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	334	438	1824

30. Potential occupational risk: b. CANS (repetitive or static work)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
1 Minor risk	%	31%	13%	10%	5%	27%
2	%	21%	23%	20%	22%	21%
3	%	19%	26%	26%	29%	21%
4	%	18%	22%	27%	27%	19%
5 Major risk	%	8%	10%	14%	15%	8%
Don't know	%	4%	5%	3%	2%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	334	438	1824

30. Potential occupational risk: c. Risks for eyesight

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
1 Minor risk	%	33%	18%	18%	16%	30%
2	%	26%	27%	27%	35%	26%
3	%	21%	28%	32%	28%	22%
4	%	11%	15%	14%	12%	12%
5 Major risk	%	4%	3%	4%	3%	4%
Don't know	%	6%	9%	5%	6%	7%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	334	438	1824

31. How often do employees in your organisation work for longer than two hours without interruption at display screens (in other words, not interrupted by other activities or by breaks)?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Often	%	18%	22%	26%	21%	19%
Regularly	%	19%	25%	28%	38%	20%
Occasionally	%	29%	36%	33%	33%	30%
Never	%	33%	16%	12%	5%	29%
Don't know	%	1%	2%	1%	2%	1%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	586	333	438	1823

32. Legislation provides that employees may not work for more than two hours continuously at a display screen. Do you feel that this rule can be adequately implemented in your company?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	59%	50%	55%	41%	57%
Not entirely	%	24%	33%	29%	40%	26%
No, not at all	%	16%	14%	15%	17%	15%
Don't know	%	2%	3%	2%	1%	2%
Total	%	100%	100%	100%	100%	100%
	Unw. count	497	635	366	487	1985

33. Why not? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
We don't really know how long employees work continuously at display screens	%	19%	37%	46%	53%	24%
We have little control over how long employees work continuously at display screens	%	29%	29%	45%	49%	30%
The work does not allow it	%	68%	69%	51%	59%	67%
It is bad for the business	%	9%	11%	7%	4%	9%
The legislation is not clear on this point	%	6%	7%	4%	7%	6%
Other reason (please specify)	%	8%	2%	4%	4%	6%
Don't know	%		1%	0%		0%
Total	%	100%	100%	100%	100%	100%
	Unw. count	189	269	162	264	884

Percentages are based on the number of cases

33. How does your company regulate the length of time that employees work continuously at display screens?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
The nature of the work ensures that display screen work is alternated with other work	%	60%	64%	60%	59%	61%
Employees at our company are obliged to use software that reminds them to take regular breaks	%	4%	2%	5%	4%	3%
Employees at our company have the option of using software that reminds them to take regular breaks	%	11%	11%	20%	32%	12%
The work is consciously arranged in such a way that employees do not work continuously at display screens for longer than two hours	%	11%	9%	10%	5%	11%
There are formal breaks (joint coffee breaks, for instance)	%	17%	20%	30%	26%	18%
We don't pay any attention to this point / it has not been regulated	%	26%	30%	23%	27%	26%
Other (please specify)	%	5%	3%	3%	8%	4%
Don't know	%	3%	2%	2%	2%	3%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	579	332	435	1812

Percentages are based on the number of cases

35. Do you feel it is important that employees do not work continuously at display screens for longer than two hours?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
No, I don't feel it is important to fix a limit for the maximum amount of time an employee works at a display screen	%	24%	25%	13%	13%	24%
Yes, but only because it is prescribed by law	%	11%	12%	9%	7%	11%
Yes, because it can prevent problems such as CANS and sick leave	%	55%	53%	70%	73%	56%
Don't know	%	9%	9%	8%	7%	9%
Total	%	100%	100%	100%	100%	100%
	Unw. count	466	580	332	435	1813

36. If there was no legislation we would devote less attention to ensuring that display screen work is alternated with other types of work or breaks

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	46%	39%	38%	44%	44%
Neither agree nor disagree	%	22%	26%	25%	22%	23%
Disagree	%	27%	29%	33%	32%	28%
Don't know	%	5%	6%	4%	2%	5%
Total	%	100%	100%	100%	100%	100%
	Unw. count	493	626	364	483	1966

37. Devoting attention to ensuring that display screen work is alternated with other types of work or breaks is useful for our company

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	46%	43%	53%	60%	46%
Neither agree nor disagree	%	35%	33%	33%	26%	34%
Disagree	%	15%	17%	10%	11%	15%
Don't know	%	5%	6%	5%	3%	5%
Total	%	100%	100%	100%	100%	100%
	Unw. count	493	626	364	483	1966

38. By alternating display screen work with other kinds of work or breaks we are better able to manage absenteeism in the organisation

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	36%	29%	36%	40%	35%
Neither agree nor disagree	%	36%	37%	39%	37%	36%
Disagree	%	19%	24%	17%	16%	20%
Don't know	%	9%	10%	8%	7%	9%
Total	%	100%	100%	100%	100%	100%
	Unw. count	462	576	331	433	1802

39. It is unclear precisely what alternating display screen work with other types of work or breaks should actually involve

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	22%	24%	21%	19%	22%
Neither agree nor disagree	%	34%	29%	32%	28%	33%
Disagree	%	36%	40%	43%	49%	37%
Don't know	%	8%	7%	5%	3%	8%
Total	%	100%	100%	100%	100%	100%
	Unw. count	493	626	364	483	1966

40. Are employees in your company given information about how to prevent the health risks associated with display screen work?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	24%	23%	33%	41%	24%
Some	%	22%	30%	32%	38%	24%
No	%	51%	42%	32%	19%	48%
Don't know	%	4%	6%	4%	3%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	492	626	364	483	1965

41. Have employees in your company been given instructions on how to arrange their workstation in such a way as to avoid health problems? This refers to information on aspects such as the proper height of the desk and the chair and the distance they should sit from the screen and keyboard.

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	34%	40%	44%	55%	36%
Some	%	23%	28%	28%	33%	24%
No	%	40%	28%	24%	11%	37%
Don't know	%	3%	4%	4%	1%	3%
Total	%	100%	100%	100%	100%	100%
	Unw. count	491	626	364	483	1964

42. Have the employees in your company received information about how they can reduce the health risks associated with display screen work (for example by taking breaks, doing exercises, installing special software)?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	33%	32%	36%	42%	33%
Some	%	23%	28%	35%	41%	24%
No	%	41%	35%	25%	14%	39%
Don't know	%	3%	5%	4%	3%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	460	576	331	433	1800

43. You have stated that the employees have not been given information about all the points listed above. What is the reason for this? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Never considered providing the information	%	33%	30%	25%	8%	32%
There is no point, it is not useful	%	9%	10%	6%	5%	9%
Never got around to it, it was not a priority	%	21%	24%	31%	43%	22%
The legislation is unclear on this point	%	7%	10%	9%	11%	7%
There is too little work with display screens in our company	%	31%	15%	7%	6%	28%
We don't have the necessary in-house expertise	%	8%	8%	7%	10%	8%
We don't have sufficient capacity/time	%	9%	14%	11%	13%	10%
It would cost too much	%	7%	4%	7%	6%	6%
We don't yet know yet how we are going to deal with it	%	7%	7%	16%	17%	7%
Other reason (please specify)	%	15%	16%	23%	18%	15%
Other (please specify)	%	5%	6%	2%	5%	5%
Total	%	100%	100%	100%	100%	100%
	Unw. count	238	253	114	98	703

Percentages are based on the number of cases

44. How were the employees informed? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
On commencement of employment	%	30%	27%	41%	41%	30%
Individual employees receive instruction at their workstation	%	31%	31%	37%	49%	32%
Via intranet	%	13%	9%	21%	34%	13%
In a brochure	%	8%	14%	15%	23%	10%
Verbally (individually)	%	61%	59%	56%	49%	60%
Course	%	8%	6%	10%	10%	8%
Training	%	8%	8%	15%	20%	8%
Other (please specify)	%	5%	7%	7%	10%	6%
Don't know	%	4%	4%	2%	4%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	315	429	267	397	1408

Percentages are based on the number of cases

45. If there was no legislation we would devote less attention to providing information to employees who work with display screens

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	44%	40%	38%	43%	43%
Neither agree nor disagree	%	25%	27%	26%	24%	25%
Disagree	%	26%	27%	32%	30%	26%
Don't know	%	5%	6%	4%	3%	5%
Total	%	100%	100%	100%	100%	100%
	Unw. count	487	621	363	477	1948

46. Providing information to employees about the health risks of display screen work is useful for our company

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	39%	46%	61%	75%	42%
Neither agree nor disagree	%	38%	36%	30%	21%	37%
Disagree	%	20%	12%	6%	2%	18%
Don't know	%	3%	5%	3%	3%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	487	621	363	477	1948

47. By providing information we are better able to manage absenteeism in the organisation

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	35%	35%	42%	51%	36%
Neither agree nor disagree	%	36%	34%	36%	35%	36%
Disagree	%	23%	22%	17%	9%	23%
Don't know	%	5%	9%	5%	5%	6%
Total	%	100%	100%	100%	100%	100%
	Unw. count	456	571	330	427	1784

48. The legislation does not make it clear precisely what information and training should be provided

	%	2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	37%	34%	33%	28%	36%
Neither agree nor disagree	%	40%	37%	35%	32%	40%
Disagree	%	15%	18%	25%	33%	16%
Don't know	%	8%	11%	7%	7%	8%
Total	%	100%	100%	100%	100%	100%
	Unw. count	487	621	363	477	1948

49. The legislation concerning training and information for employees who work with display screens can be implemented effectively

	%	2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	18%	17%	30%	35%	18%
Neither agree nor disagree	%	47%	47%	44%	38%	47%
Disagree	%	17%	15%	15%	10%	16%
Don't know	%	19%	21%	11%	16%	19%
Total	%	100%	100%	100%	100%	100%
	Unw. count	487	621	363	477	1948

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

	%	2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	22%	49%	57%	74%	28%
It has been carried out, but not reviewed	%	13%	7%	10%	5%	12%
We are carrying one out at the moment	%	6%	11%	10%	8%	7%
No	%	52%	21%	10%	5%	45%
Don't know	%	7%	12%	13%	8%	8%
Total	%	100%	100%	100%	100%	100%
	Unw. count	487	619	362	476	1944

51. Why has your company not yet carried out a Risk Assessment and Evaluation and had it reviewed by an Occupational Health and Safety Service? (more than one answer is possible)

	%	2 thru 9	10 thru 49	50 thru 99	100 and more	Total
I didn't know that the company was required to do so	%	32%	26%	25%	14%	31%
I have never heard of a Risk Assessment and Evaluation	%	22%	17%	4%	1%	21%
I don't feel it is important enough, it is not a priority	%	18%	16%	14%	16%	18%
I don't yet know how I should handle it	%	6%	9%	13%	11%	7%
Carrying it out would be too expensive or take too much time	%	14%	10%	12%	7%	14%
I don't know why it hasn't yet been done	%	15%	26%	26%	36%	16%
Other reason (please specify)	%	14%	10%	13%	28%	14%
Don't know	%	2%	2%	2%	2%	2%
Total	%	100%	100%	100%	100%	100%
	Unw. count	305	220	97	83	705

Percentages are based on the number of cases

52. The risk assessment has increased awareness in our organisation of the health risks associated with display screen work

	%	2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	28%	38%	47%	57%	33%
Neither agree nor disagree	%	41%	38%	34%	26%	39%
Disagree	%	18%	12%	13%	10%	16%
Don't know	%	13%	11%	6%	6%	12%
Total	%	100%	100%	100%	100%	100%
	Unw. count	153	372	257	387	1169

53. If there was no legislation we would not have carried out a Risk Assessment and Evaluation

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	48%	55%	42%	43%	49%
Neither agree nor disagree	%	21%	19%	27%	19%	21%
Disagree	%	20%	11%	22%	26%	18%
Don't know	%	11%	15%	9%	12%	12%
Total	%	100%	100%	100%	100%	100%
	Unw. count	153	372	257	387	1169

54. A Risk Assessment and Evaluation is useful for our company

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	30%	45%	57%	70%	37%
Neither agree nor disagree	%	40%	37%	31%	22%	38%
Disagree	%	20%	7%	6%	2%	15%
Don't know	%	10%	11%	6%	6%	10%
Total	%	100%	100%	100%	100%	100%
	Unw. count	134	332	228	338	1032

55. By carrying out a Risk Assessment and Evaluation we are better able to manage absenteeism in the organisation

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	22%	31%	41%	53%	27%
Neither agree nor disagree	%	45%	39%	37%	31%	42%
Disagree	%	23%	17%	16%	10%	20%
Don't know	%	10%	13%	6%	6%	11%
Total	%	100%	100%	100%	100%	100%
	Unw. count	134	332	228	338	1032

56. The legislation does not make it clear precisely what a Risk Assessment and Evaluation is supposed to entail

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	19%	17%	15%	15%	18%
Neither agree nor disagree	%	52%	35%	30%	23%	45%
Disagree	%	18%	34%	48%	54%	26%
Don't know	%	11%	15%	7%	8%	11%
Total	%	100%	100%	100%	100%	100%
	Unw. count	134	332	228	338	1032

57. The legislation concerning the risk assessment can be effectively implemented

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	26%	26%	37%	46%	28%
Neither agree nor disagree	%	46%	48%	43%	36%	46%
Disagree	%	12%	12%	11%	10%	12%
Don't know	%	15%	14%	9%	9%	14%
Total	%	100%	100%	100%	100%	100%
	Unw. count	134	332	228	338	1032

58. To what extent did the following aspects receive attention in the Risk Assessment and Evaluation? a. Risks of psychological work strain/ work stress/work pressure

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
A lot of attention	%	28%	27%	39%	46%	29%
Some attention	%	40%	41%	32%	35%	39%
Hardly any attention	%	15%	19%	18%	11%	16%
Don't know	%	18%	14%	11%	8%	16%
Total	%	100%	100%	100%	100%	100%
	Unw. count	153	371	257	386	1167

58. To what extent did the following aspects receive attention in the Risk Assessment and Evaluation? b. Risks to eyesight

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
A lot of attention	%	22%	17%	21%	22%	21%
Some attention	%	30%	39%	40%	45%	34%
Hardly any attention	%	27%	30%	27%	24%	28%
Don't know	%	21%	14%	11%	9%	18%
Total	%	100%	100%	100%	100%	100%
	Unw. count	153	371	257	386	1167

58. To what extent did the following aspects receive attention in the Risk Assessment and Evaluation? c. Risks of CANS (repetitive or static work)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
A lot of attention	%	34%	32%	42%	51%	35%
Some attention	%	26%	38%	36%	36%	30%
Hardly any attention	%	24%	17%	13%	7%	20%
Don't know	%	16%	14%	10%	7%	15%
Total	%	100%	100%	100%	100%	100%
	Unw. count	153	371	257	386	1167

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated?

a. Risks of psychological work strain/ work stress/work pressure

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
They are not investigated	%	49%	38%	30%	18%	46%
At the commencement of employment	%	12%	11%	13%	7%	12%
At regular intervals	%	15%	16%	19%	28%	15%
If there is a reason to do so (for example, in the event of complaints of CANS)	%	20%	27%	36%	49%	23%
Don't know	%	9%	12%	10%	8%	9%
Total	%	100%	100%	100%	100%	100%
	Unw. count	477	609	359	472	1917

Percentages are based on the number of cases

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated? b.

Risks to eyesight

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
They are not investigated	%	50%	41%	31%	21%	47%
At the commencement of employment	%	11%	8%	11%	8%	11%
At regular intervals	%	10%	13%	17%	18%	11%
If there is a reason to do so (for example, in the event of complaints of CANS)	%	21%	28%	33%	49%	23%
Don't know	%	10%	13%	12%	10%	11%
Total	%	100%	100%	100%	100%	100%
	Unw. count	477	609	359	472	1917

Percentages are based on the number of cases

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated? c.

Risks of CANS (repetitive or static work)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
They are not investigated	%	45%	33%	22%	11%	42%
At the commencement of employment	%	11%	11%	12%	11%	11%
At regular intervals	%	13%	15%	22%	32%	14%
If there is a reason to do so (for example, in the event of complaints of CANS)	%	24%	32%	37%	53%	26%
Don't know	%	10%	12%	11%	6%	10%
Total	%	100%	100%	100%	100%	100%
	Unw. count	477	609	359	472	1917

Percentages are based on the number of cases

60. Have any changes been made to the employees' workstations or working routines in the last two years in connection with the health risks of display screen work?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes, for the majority of employees who work with display screens	%	26%	28%	37%	35%	27%
Yes, for a small number of the employees who work with display screens	%	12%	27%	35%	50%	16%
No	%	57%	38%	23%	10%	52%
Don't know	%	5%	7%	5%	6%	5%
Total	%	100%	100%	100%	100%	100%
	Unw. count	444	560	326	423	1753

61. What changes were made? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Different furniture	%	63%	65%	70%	87%	65%
Different computers, screens, mice etc.	%	76%	76%	81%	84%	77%
Software that reminds the user to take regular breaks	%	12%	14%	20%	35%	14%
Different lighting or protection from light	%	32%	21%	27%	36%	29%
Reduction of workload	%	11%	8%	9%	5%	10%
Change in the organisation of the work	%	17%	13%	19%	18%	16%
Reduction of nuisance from noise	%	6%	3%	6%	5%	6%
Improvement to climate (humidity, heat, etc.)	%	29%	25%	32%	38%	29%
Other (please specify)	%	3%	4%	3%	5%	3%
Don't know	%	0%		0%	1%	0%
Total	%	100%	100%	100%	100%	100%
	Unw. count	184	302	241	357	1084

Percentages are based on the number of cases

62. What was the reason for this? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
The changes were necessary to comply with legislation	%	12%	20%	15%	17%	14%
The changes were made in response to a risk assessment	%	16%	23%	31%	50%	20%
At the request of individual employees	%	43%	61%	68%	80%	50%
At the request of the Works Council	%	4%	6%	13%	11%	5%
At the request of the Labour Inspectorate	%	2%	3%	4%	5%	2%
The equipment had to be replaced anyway	%	49%	34%	32%	23%	44%
We happened to receive a good offer	%	16%	4%	1%	2%	12%
Other (please specify)	%	9%	7%	5%	8%	9%
Don't know	%	1%	1%	2%	2%	1%
Total	%	100%	100%	100%	100%	100%
	Unw. count	184	302	241	357	1084

Percentages are based on the number of cases

63. Why not? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
I am certain that the workstations have complied with legislation for years	%	14%	15%	16%	9%	14%
I assume the workstations still comply with the legislation	%	29%	27%	19%	18%	28%
Our risk assessment did not identify any need for changes	%	21%	28%	28%	16%	22%
I regard the legal requirements concerning workstations as somewhat excessive	%	10%	13%	7%	2%	10%
I don't think it is important enough, it is not a priority	%	12%	13%	20%	16%	12%
I still don't know how to deal with it	%	7%	7%	5%	2%	7%
It will be too expensive or take too much time	%	7%	3%	11%	3%	7%
Employees have not requested it	%	19%	19%	20%	44%	19%
Other (please specify)	%	12%	4%	6%	4%	11%
Don't know	%	6%	6%	8%	15%	6%
Total	%	100%	100%	100%	100%	100%
	Unw. count	235	223	68	45	571

Percentages are based on the number of cases

64. Are there any employees in your company who work at home and use a display screen for at least two hours every day?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	20%	24%	24%	31%	21%
No	%	75%	72%	69%	58%	74%
Don't know	%	4%	4%	7%	10%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	444	559	326	422	1751

65. Does your company provide employees who work at home with a good workstation for their home if they do not already have one?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	41%	21%	21%	24%	36%
Sometimes	%	16%	22%	21%	23%	18%
No	%	40%	51%	51%	50%	42%
Don't know	%	3%	6%	8%	3%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	94	140	82	129	445

66. Does your company have an employee participation body (for example, a Works Council or staff representative body)?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	10%	28%	65%	92%	17%
No	%	87%	69%	32%	7%	80%
Don't know	%	3%	3%	3%	1%	3%
Total	%	100%	100%	100%	100%	100%
	Unw. count	475	609	359	471	1914

67. Does this body also concern itself with working conditions relating to display screen work?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	29%	20%	25%	36%	27%
Yes, but not much	%	23%	43%	31%	36%	31%
No	%	31%	30%	34%	17%	29%
Don't know	%	17%	8%	9%	11%	13%
Total	%	100%	100%	100%	100%	100%
	Unw. count	57	235	239	435	966

68. Have any employees in your organisation ever requested that working conditions be investigated or improved in connection with CANS or its prevention?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	12%	32%	43%	69%	17%
No	%	83%	60%	46%	21%	77%
Don't know	%	5%	8%	11%	10%	6%
Total	%	100%	100%	100%	100%	100%
	Unw. count	444	558	326	422	1750

69. Did you agree to this request?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	74%	67%	83%	85%	74%
In part	%	26%	27%	13%	13%	24%
No	%		3%	1%	1%	1%
Don't know	%	0%	3%	2%	1%	1%
Total	%	100%	100%	100%	100%	100%
	Unw. count	61	167	144	292	664

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes, before they start working at a display screen for the first time	%	5%	9%	8%	7%	6%
Yes, at regular intervals	%	9%	18%	24%	27%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	25%	27%	38%	47%	26%
No	%	52%	32%	21%	16%	47%
Don't know	%	12%	20%	18%	15%	14%
Total	%	100%	100%	100%	100%	100%
	Unw. count	475	607	359	471	1912

Percentages are based on the number of cases

71. If the results of the occupational health examination or other appropriate examination require it, is the employee concerned given the opportunity to undergo an ophthalmological examination (by an ophthalmologist)?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	46%	42%	43%	48%	45%
Sometimes	%	7%	10%	12%	16%	8%
No	%	26%	17%	16%	8%	24%
Don't know	%	21%	31%	30%	28%	23%
Total	%	100%	100%	100%	100%	100%
	Unw. count	444	555	326	422	1747

72. If the results of the occupational health medical examination or other appropriate examination show they are necessary and normal corrective appliances cannot be used, is the employee concerned provided with corrective appliances for their eyes specifically for the work concerned?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Yes	%	25%	24%	28%	46%	26%
Sometimes	%	8%	12%	16%	18%	9%
No	%	41%	27%	27%	14%	38%
Don't know	%	26%	37%	29%	22%	28%
Total	%	100%	100%	100%	100%	100%
	Unw. count	475	605	359	471	1910

73. If there was no legislation we would devote less attention to the protection of the eyes and eyesight of employees who work with display screens

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	38%	39%	37%	34%	38%
Neither agree nor disagree	%	29%	31%	30%	32%	30%
Disagree	%	26%	23%	28%	29%	25%
Don't know	%	8%	7%	5%	5%	7%
Total	%	100%	100%	100%	100%	100%
	Unw. count	471	596	354	468	1889

74. Attention to protecting the eyes and eyesight of employees who work with display screens is useful for our company

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	37%	44%	54%	56%	39%
Neither agree nor disagree	%	40%	34%	35%	32%	39%
Disagree	%	15%	13%	7%	5%	14%
Don't know	%	8%	9%	5%	7%	8%
Total	%	100%	100%	100%	100%	100%
	Unw. count	471	596	354	468	1889

75. By taking measures to protect the eyes and eyesight of employees who work with display screens we are better able to manage absenteeism in the organisation

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	25%	27%	32%	35%	26%
Neither agree nor disagree	%	42%	40%	42%	41%	42%
Disagree	%	23%	22%	18%	15%	23%
Don't know	%	9%	11%	8%	9%	9%
Total	%	100%	100%	100%	100%	100%
	Unw. count	440	546	321	419	1726

76. It is unclear precisely what the legislation requiring protection of the eyes and eyesight of employees who work with display screens entails

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	29%	38%	35%	30%	31%
Neither agree nor disagree	%	45%	34%	40%	37%	43%
Disagree	%	14%	16%	18%	22%	15%
Don't know	%	11%	12%	8%	11%	11%
Total	%	100%	100%	100%	100%	100%
	Unw. count	471	596	354	468	1889

77. The legislation concerning the protection of the eyes and eyesight of employees who work with display screens can be effectively implemented

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree	%	17%	16%	24%	32%	17%
Neither agree nor disagree	%	46%	49%	48%	40%	47%
Disagree	%	14%	11%	11%	8%	14%
Don't know	%	22%	25%	16%	20%	22%
Total	%	100%	100%	100%	100%	100%
	Unw. count	471	596	354	468	1889

78. What is the ratio of costs to revenues for your company of the implementation of legislation concerning display screen work?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
The costs are greater	%	18%	23%	19%	15%	19%
The costs and revenues balance each other out	%	12%	14%	12%	23%	13%
The revenues are greater	%	5%	6%	9%	8%	5%
Not applicable: have not implemented the regulations	%	36%	24%	21%	12%	33%
Don't know	%	29%	34%	40%	42%	30%
Total	%	100%	100%	100%	100%	100%
	Unw. count	471	595	354	467	1887

79. the implementation of legislation concerning display screen work has directly led to: a. less absenteeism

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree entirely	%	12%	10%	14%	11%	12%
Agree somewhat	%	14%	15%	23%	30%	15%
Neither agree nor disagree	%	23%	32%	29%	25%	25%
Disagree somewhat	%	6%	5%	7%	5%	6%
Disagree entirely	%	16%	13%	10%	8%	15%
Don't know	%	28%	24%	16%	22%	27%
Total	%	100%	100%	100%	100%	100%
	Unw. count	285	424	258	376	1343

79. the implementation of legislation concerning display screen work has directly led to: b. less mental work strain/stress/pressure

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree entirely	%	11%	9%	13%	8%	11%
Agree somewhat	%	13%	14%	21%	20%	14%
Neither agree nor disagree	%	26%	33%	35%	34%	28%
Disagree somewhat	%	8%	8%	6%	9%	8%
Disagree entirely	%	16%	12%	12%	8%	15%
Don't know	%	25%	24%	13%	22%	24%
Total	%	100%	100%	100%	100%	100%
	Unw. count	285	424	258	376	1343

79. the implementation of legislation concerning display screen work has directly led to: c. lower staff turnover

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree entirely	%	11%	10%	10%	4%	10%
Agree somewhat	%	9%	8%	10%	8%	8%
Neither agree nor disagree	%	25%	35%	37%	33%	28%
Disagree somewhat	%	8%	6%	6%	12%	8%
Disagree entirely	%	22%	19%	20%	20%	21%
Don't know	%	25%	22%	17%	23%	25%
Total	%	100%	100%	100%	100%	100%
	Unw. count	285	424	258	376	1343

79. the implementation of legislation concerning display screen work has directly led to: d. increase in labour productivity or quality of output

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree entirely	%	10%	10%	12%	9%	10%
Agree somewhat	%	14%	15%	22%	20%	14%
Neither agree nor disagree	%	28%	32%	35%	34%	29%
Disagree somewhat	%	7%	7%	7%	8%	7%
Disagree entirely	%	14%	13%	9%	8%	13%
Don't know	%	27%	23%	15%	22%	26%
Total	%	100%	100%	100%	100%	100%
	Unw. count	285	424	258	376	1343

79. the implementation of legislation concerning display screen work has directly led to: e. greater effort by employees

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree entirely	%	11%	10%	13%	8%	11%
Agree somewhat	%	16%	11%	23%	19%	15%
Neither agree nor disagree	%	29%	34%	32%	34%	30%
Disagree somewhat	%	8%	7%	5%	11%	8%
Disagree entirely	%	13%	15%	12%	10%	13%
Don't know	%	24%	23%	15%	19%	23%
Total		100%	100%	100%	100%	100%
	Unw. count	285	424	258	376	1343

79. the implementation of legislation concerning display screen work has directly led to: f. reduced costs and claims arising from CANS

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Agree entirely	%	12%	12%	14%	14%	12%
Agree somewhat	%	9%	12%	14%	21%	10%
Neither agree nor disagree	%	30%	32%	35%	27%	30%
Disagree somewhat	%	8%	5%	5%	4%	7%
Disagree entirely	%	15%	14%	10%	10%	15%
Don't know	%	26%	25%	21%	23%	26%
Total		100%	100%	100%	100%	100%
	Unw. count	285	424	258	376	1343

79. the implementation of legislation concerning display screen work has directly led to: g. other benefits

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
No	%	97%	98%	98%	93%	97%
Yes, namely	%	3%	2%	2%	7%	3%
Total		100%	100%	100%	100%	100%
	Unw. count	285	424	258	376	1343

80a. Can you give an indication of the total costs incurred by your organisation in complying with the legislation concerning display screen work?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	3973,8	8959,2	12393,9	88273	7159,1
Standard Deviation	StdDev	7693,3	37527,3	23014,5	205782,1	37723
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	45000	587578	100000	1000000	1000000
Unweighed count	Unw. count	72	94	52	79	297

80b. Costs for Risk Assessment and Evaluation

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	657,9	1080,3	1530,3	10349,5	1043
Standard Deviation	StdDev	1851,3	1628,5	2397,8	30865,8	5386
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	20000	12500	12000	150000	150000
Unweighed count	Unw. count	44	67	41	63	215

80b. Costs for changes to working routine/alternation of work

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	152,1	850,2	329,3	636,7	270,1
Standard Deviation	StdDev	422,5	3483,1	1176,5	2593,5	1440,1
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	3500	25000	5000	10000	25000
Unweighed count	Unw. count	44	61	35	46	186

80b. Costs for workstation analysis

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	309	1237,6	1736	4165,3	610,6
Standard Deviation	StdDev	832,8	2544,8	5489,4	8141,9	2146,9
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	5000	10000	25000	50000	50000
Unweighed count	Unw. count	47	62	39	76	224

80b. Costs for adjustments to furniture

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	1478,9	2968	8200,9	12836	2121,6
Standard Deviation	StdDev	2791,3	5186,1	19565,6	29066,9	6224,2
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	20000	40000	90000	200000	200000
Unweighed count	Unw. count	63	76	42	69	250

80b. Costs for adjustments to computer

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	1414	2662,7	5121,8	21556,2	2172,1
Standard Deviation	StdDev	2596,4	4555,3	13264,5	88698,3	13552,6
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	15000	25000	50000	400000	400000
Unweighed count	Unw. count	65	76	45	68	254

80b. Costs for eye and eyesight examination

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	168,9	335,5	134,2	909,4	212,6
Standard Deviation	StdDev	480,2	1653,6	449,5	2167,2	841,7
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	3000	15000	2500	10000	15000
Unweighed count	Unw. count	43	63	37	54	197

80b. Costs for ophthalmological examination

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	313,5	72,9	39,6	580,2	276,1
Standard Deviation	StdDev	1158,8	314,6	189,6	2528,8	1098,4
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	5000	2500	1500	10000	10000
Unweighed count	Unw. count	41	61	37	43	182

80b. Costs for VDU glasses

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	155,1	244	178,7	1295,6	206,2
Standard Deviation	StdDev	379,1	731,1	488,8	2746,9	668,4
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	2000	5000	2500	20000	20000
Unweighed count	Unw. count	43	65	45	80	233

80b. Costs for information provision

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	196,2	692,1	275,9	1197,5	297
Standard Deviation	StdDev	300,4	4767,5	753,1	2663,8	1907,2
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	1000	45000	3000	10000	45000
Unweighed count	Unw. count	46	63	37	53	199

80b. Costs for training and courses

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Average	Mean	987,2	608,4	2168,3	9905,5	1192,7
Standard Deviation	StdDev	2787,2	2104,3	9321,5	41245	6838,1
Minimum	Minimum	0	0	0	0	0
Maximum	Maximum	20000	15000	50000	200000	200000
Unweighed count	Unw. count	52	68	44	61	225

80c. Other costs?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
No	%	99%	99%	99%	97%	99%
Yes, namely	%	1%	1%	1%	3%	1%
Total	%	100%	100%	100%	100%	100%
	Unw. count	284	421	257	375	1337

80d. Costs for 80c

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
350	%				4%	1%
600	%	51%				30%
1500	%				6%	1%
2500	%				5%	1%
5000	%				10%	2%
20000	%		44%			9%
28000	%				13%	2%
30000	%				4%	1%
45000	%		6%			1%
56000	%				2%	0%
Don't know	%	49%	50%	100%	55%	52%
Total	%	100%	100%	100%	100%	100%
	Unw. count	2	4	2	14	22

81. If our company failed to comply with the legislation concerning display screen work there is a good chance we would be instructed to do so by: (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
No one	%	33%	17%	8%	3%	29%
The Labour Inspectorate	%	21%	25%	31%	34%	23%
Our Occupational Health and Safety Service	%	22%	39%	51%	60%	27%
Individual employees	%	25%	37%	48%	62%	28%
The Works Council or staff representative body	%	4%	10%	29%	55%	7%
The Human Resources department	%	2%	8%	25%	34%	4%
Other (please specify)	%	6%	3%	5%	5%	6%
Don't know	%	10%	11%	5%	5%	10%
Total	%	100%	100%	100%	100%	100%
	Unw. count	436	537	320	414	1707

Percentages are based on the number of cases

82. Has your company encountered any obstacles in complying with the legislation concerning display screen work? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
No, my company has not encountered any obstacles	%	59%	51%	55%	52%	57%
Yes, my company is not sufficiently familiar of the legislation	%	14%	18%	13%	8%	15%
Yes, the legal requirements are not clear	%	8%	9%	6%	10%	8%
Yes, the legislation is too extensive	%	10%	10%	13%	12%	10%
Yes, my company must go to a great deal of trouble (administratively, physically) to comply with the legislation	%	5%	6%	7%	9%	5%
Yes, circumstances (mergers, reorganisations) have made it difficult for us to comply with the legislation	%	1%	2%	5%	5%	2%
Yes, it will be very expensive for us to comply with the legislation	%	7%	9%	9%	11%	8%
Other (please specify)	%	2%	1%	3%	7%	2%
Don't know	%	11%	12%	8%	9%	11%
Total	%	100%	100%	100%	100%	100%
	Unw. count	463	586	351	463	1863

Percentages are based on the number of cases

83. What improvements would you like to see from the government concerning display screen work? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
None	%	26%	20%	17%	13%	24%
Less legislation	%	26%	23%	23%	25%	26%
More legislation	%	1%	3%	3%	4%	1%
Better information	%	27%	31%	35%	36%	28%
Exemption from the rules for certain companies	%	17%	14%	10%	7%	16%
More subsidies	%	23%	20%	25%	38%	23%
More information about legislation	%	18%	23%	21%	26%	19%
Greater transparency	%	14%	18%	24%	30%	15%
Other (please specify)	%	3%	2%	4%	4%	3%
Don't know	%	12%	9%	8%	8%	12%
Total	%	100%	100%	100%	100%	100%
	Unw. count	463	586	351	462	1862

Percentages are based on the number of cases

84. The legislation does not cover all display screen work. Certain display screen equipment and employees who work with display screens for only a limited number of hours are not covered by the legislation. How do you feel about the current scope of application of the legislation? (more than one answer is possible)

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
I don't know the precise scope of application of the legislation	%	66%	62%	56%	48%	65%
It is currently unclear which employees are or are not covered by the legislation	%	19%	19%	19%	20%	19%
I have no comment to make on the current scope of application	%	20%	22%	27%	32%	20%
I think that the law should apply to more employees/equipment (please specify)	%	1%	1%	1%	4%	1%
I think that the law should apply to fewer employees/ less equipment (please specify)	%	1%	1%	0%	2%	1%
Don't know	%	1%	1%	1%	1%	1%
Total	%	100%	100%	100%	100%	100%
	Unw. count	462	583	350	461	1856

Percentages are based on the number of cases

85. Under which category does your company fall?

		2 thru 9	10 thru 49	50 thru 99	100 and more	Total
Commercial company	%	79%	79%	73%	53%	79%
Government	%	2%	6%	8%	18%	3%
Non-profit sector (non-governmental)	%	14%	11%	16%	28%	14%
Don't know	%	4%	4%	3%	1%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	437	535	317	412	1701

Frequency tables employees

1. Are you employed, are you in education or what is your major occupation?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Salaried employment (full-time or part-time)	%	100%	98%	99%	98%	95%	98%
Temporary work through an employment agency (full-time or part-time)	%		2%	1%	2%	5%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

2. Do you ever use a display screen (for example, a personal computer or a laptop) during your work?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	100%	100%	100%	100%	100%	100%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

3. What type of display screen do you generally use? (only one answer is possible)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Computer (Desktop PC)	%	88%	89%	88%	87%	86%	88%
Laptop or notebook	%	11%	10%	11%	11%	5%	10%
Other, specify	%	1%	1%	1%	2%	9%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

4. How many hours a day, on average, do you spend working on a display screen? If you can't give a precise answer, please make an estimate.

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
1	%	3%	7%	4%	5%	9%	5%
2	%	9%	12%	9%	8%	23%	9%
3	%	7%	8%	7%	6%	5%	7%
4	%	8%	10%	13%	10%	9%	10%
5	%	13%	9%	9%	10%	5%	10%
6	%	20%	20%	15%	21%	9%	20%
7	%	14%	12%	18%	15%	18%	15%
8	%	20%	17%	22%	20%	14%	20%
More than 8 hours	%	5%	5%	3%	4%	10%	4%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

5. Do you ever use a display screen for your work at home (during official working hours; we are not referring to overtime)?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	48%	50%	54%	47%	23%	48%
No	%	52%	50%	46%	53%	73%	52%
Don't know	%		0%		0%	5%	0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

6. If you work at home, how many hours a day, on average, do you work on the display screen?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
1	%	28%	31%	36%	32%	20%	32%
2	%	38%	34%	26%	31%	40%	31%
3	%	6%	10%	14%	10%	20%	10%
4	%	10%	8%	11%	11%	20%	10%
5	%	6%	5%	5%	5%		5%
6	%	2%	1%	2%	5%		4%
7	%	1%	2%	1%	2%		2%
8	%	6%	6%	3%	4%		5%
More than 8 hours	%	1%	2%	3%	1%		2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	81	206	125	539	5	956

7. Do you ever work overtime at home using a display screen?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	50%	50%	52%	47%	32%	48%
No	%	50%	50%	48%	53%	64%	52%
Don't know	%		1%	0%	0%	5%	0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

8. How many hours of overtime do you work each week at home using a display screen?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
1	%	34%	30%	33%	33%	57%	33%
2	%	30%	31%	24%	27%	29%	27%
3	%	8%	7%	8%	9%		9%
4	%	10%	8%	14%	13%		11%
5	%	5%	10%	6%	8%	14%	8%
6	%	5%	1%	3%	2%		2%
7	%		0%		1%		1%
8	%	1%	3%	5%	2%		3%
10	%	4%	4%	4%	3%		3%
11	%		0%				0%
12	%		1%		0%		0%
14	%				0%		0%
15	%		1%	2%	0%		1%
17	%	1%					0%
20	%	2%	1%	1%	1%		1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	83	202	118	538	7	948

9. Have you had any complaints with your hands, wrists, arms, neck and/or shoulders that are connected with your work in the last three months? In the rest of the questionnaire these complaints are jointly referred to as CANS.

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Always	%	2%	0%	1%	1%	5%	1%
Often	%	5%	5%	8%	8%		7%
Occasionally	%	48%	48%	49%	46%	45%	47%
Never	%	40%	43%	41%	41%	45%	42%
Don't know	%	6%	3%	1%	4%	5%	4%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

10. Please say to what extent the following statements apply to you? I regularly have to work under extreme pressure or at an increased pace

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Agree	%	19%	27%	25%	25%	14%	25%
Slightly agree	%	45%	43%	47%	44%	36%	44%
Slightly disagree	%	13%	12%	17%	12%	23%	13%
Disagree	%	23%	17%	11%	18%	27%	17%
Don't know	%		0%		0%		0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

10. Please say to what extent the following statements apply to you? I am regularly unable to complete my work or can only do so by working extremely hard

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Agree	%	15%	18%	17%	14%	9%	15%
Slightly agree	%	29%	34%	37%	32%	5%	32%
Slightly disagree	%	20%	18%	23%	21%	41%	21%
Disagree	%	35%	29%	23%	33%	45%	31%
Don't know	%		1%	0%	0%		1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

10. Please say to what extent the following statements apply to you? I can work at my own pace

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Agree	%	41%	34%	31%	43%	45%	40%
Slightly agree	%	46%	47%	48%	40%	32%	43%
Slightly disagree	%	10%	11%	12%	10%	18%	10%
Disagree	%	3%	7%	8%	7%	5%	7%
Don't know	%		0%		0%		0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

10. Please say to what extent the following statements apply to you? I have to work extremely quickly

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Agree	%	10%	12%	14%	12%	5%	12%
Slightly agree	%	39%	39%	44%	41%	23%	40%
Slightly disagree	%	27%	30%	26%	29%	32%	29%
Disagree	%	23%	19%	16%	17%	41%	18%
Don't know	%		0%	1%	0%		0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

10. Please say to what extent the following statements apply to you? I work under time pressure

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Agree	%	19%	18%	20%	19%	14%	19%
Slightly agree	%	37%	37%	41%	42%	18%	40%
Slightly disagree	%	23%	26%	24%	22%	41%	23%
Disagree	%	22%	18%	13%	17%	27%	17%
Don't know	%		0%	1%	0%		0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

11. Has your employer given you information about how to prevent health risks associated with display screen work?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	16%	14%	22%	35%	36%	27%
Some	%	19%	16%	26%	24%	14%	22%
No	%	64%	68%	52%	40%	41%	49%
Don't know	%	1%	1%	0%	1%	9%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

12. Has your employer given you instructions on how you can arrange your workstation to avoid health complaints, and if so how? This would be information such as the height of your desk and chair and your distance from the display screen and keyboard (more than one answer is possible)?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
No	%	63%	63%	47%	36%	55%	45%
Yes, when I started working with a display screen	%	10%	8%	7%	10%		9%
Yes, somebody came to my workstation to give instructions	%	10%	10%	24%	31%	14%	24%
Yes, I receive instruction at fixed intervals	%	3%	1%	2%	4%	5%	3%
Yes, via intranet	%	4%	1%	7%	11%	14%	8%
Yes, in a brochure or leaflet	%	3%	6%	10%	12%	5%	10%
Yes, I was told	%	11%	12%	9%	9%	5%	10%
Yes, I attended a course	%	3%	1%	1%	3%		2%
Yes, I received training	%	1%	1%	2%	5%	9%	3%
Yes, in some other way (please specify)	%	2%	4%	5%	6%	14%	5%
Don't know	%	1%	1%	1%	1%		1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

Percentages are based on the number of cases

13. Has your employer given you information about how to reduce the health risks of display screen work (for example, by taking breaks, doing exercises, installing software)?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	16%	15%	22%	39%	32%	30%
Some	%	17%	19%	24%	21%	14%	20%
No	%	67%	64%	52%	39%	55%	48%
Don't know	%	1%	1%	1%	1%		1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

14. On what subjects did you receive information? (more than one answer is possible)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Exercises I can do	%	41%	27%	44%	49%	30%	45%
Software that prompts me to take a break	%	21%	18%	35%	46%	60%	40%
Variety in my work	%	71%	59%	51%	56%	60%	56%
Taking breaks	%	54%	53%	57%	48%	20%	50%
Reducing stress	%	7%	7%	8%	10%	10%	9%
Other (please specify)	%	5%	4%	2%	4%	10%	4%
Don't know	%	4%	1%		0%	10%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	56	142	108	697	10	1013

Percentages are based on the number of cases

15. Do you actually use the information you receive from your employer in practice?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	38%	37%	26%	28%	46%	30%
Some	%	51%	44%	60%	53%	46%	52%
No	%	6%	14%	13%	17%	8%	16%
Don't know	%	4%	4%	1%	2%		2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	78	185	140	843	13	1259

16. Why do you not actually use the information you receive from your employer? (more than one answer is possible)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
I keep forgetting it	%	20%	4%	11%	17%		15%
My employer doesn't encourage me	%	40%	27%	28%	15%		18%
It's not a priority for me so long as I have no complaints	%	40%	42%	39%	36%		37%
It takes too much time or effort	%		8%	17%	18%	100%	17%
I don't know what I'm supposed to do	%				3%		2%
The work doesn't allow it (for example, because of deadlines or work pressure)	%	40%	19%	17%	25%		23%
I don't find it necessary	%		31%	11%	24%		23%
Other reason (please specify)	%		4%	17%	12%		11%
Don't know	%				1%		1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	5	26	18	146	1	196

Percentages are based on the number of cases

17. Do you think that the information provided by your employer helps you to avoid or reduce CANS?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	46%	39%	31%	40%	46%	39%
Some	%	33%	41%	46%	42%	31%	42%
No	%	17%	14%	15%	15%	8%	15%
Don't know	%	4%	6%	8%	4%	15%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	78	185	140	843	13	1259

18. In what respect does it not help? (more than one answer is possible)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
There is too little information or the information is wrong	%	26%	23%	26%	19%	20%	21%
I can't use the information in practice	%	36%	39%	40%	37%	20%	38%
I don't do enough with the information	%	51%	33%	33%	42%	40%	40%
Even without the information I don't expect to suffer from CANS or other complaints	%	13%	15%	14%	12%		13%
Other: there is enough information, but my employer doesn't take action	%		1%	6%	4%		3%
Other: it doesn't help, even if you follow all the advices	%		5%	1%	1%		2%
Other: CANS is not the consequence of my work	%				1%		0%
Other: due to pressure of work i don't have time to follow the advices	%	3%	2%	2%	4%		3%
Other: varying workstation or work at home	%	3%	2%		1%		1%
Don't know	%	3%	2%	1%	1%	20%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	39	101	86	478	5	709

Percentages are based on the number of cases

19. Do you feel that employers should be legally obliged to provide their employees with information and instructions about the proper use of display screens?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	71%	79%	81%	88%	68%	83%
No	%	17%	14%	10%	8%	5%	10%
Don't know	%	12%	8%	9%	4%	27%	7%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

20. To what extent does your organisation devote attention to the following aspects of the workstations and working routines of the employees? (more than one answer is possible): a Psychological work strain/ work stress/ work pressure

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Practically no attention	%	41%	39%	39%	33%	14%	35%
On commencement of employment	%	10%	7%	6%	9%	9%	8%
At regular intervals	%	19%	22%	21%	25%	14%	23%
If there is a reason to do so (for example, if there are complaints of CANS)	%	24%	25%	26%	30%	23%	28%
Don't know	%	9%	9%	9%	8%	41%	9%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

Percentages are based on the number of cases

20. To what extent does your organisation devote attention to the following aspects of the workstations and working routines of the employees? (more than one answer is possible) b Risks to eyesight

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Practically no attention	%	49%	55%	50%	48%	32%	50%
On commencement of employment	%	8%	5%	6%	6%	5%	6%
At regular intervals	%	12%	12%	12%	14%	9%	13%
If there is a reason to do so (for example, if there are complaints of CANS)	%	20%	15%	20%	19%	14%	19%
Don't know	%	11%	14%	13%	14%	41%	14%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

Percentages are based on the number of cases

20. To what extent does your organisation devote attention to the following aspects of the workstations and working routines of the employees? (more than one answer is possible) c Risks of CANS

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Practically no attention	%	47%	48%	37%	29%	27%	36%
On commencement of employment	%	8%	6%	12%	11%		10%
At regular intervals	%	14%	13%	20%	25%	9%	21%
If there is a reason to do so (for example, if there are complaints of CANS)	%	24%	23%	25%	31%	23%	28%
Don't know	%	9%	12%	9%	9%	41%	10%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

Percentages are based on the number of cases

21. Have you personally submitted a request to your employer to improve your working conditions in connection with the prevention of CANS in the last few years?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	17%	16%	24%	22%	5%	21%
No	%	83%	83%	76%	77%	82%	78%
Don't know	%		1%	0%	1%	14%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

22. What did you request? (more than one answer is possible)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
An eye test	%	7%	12%	16%	16%		15%
A workstation analysis	%	24%	42%	53%	55%		50%
Better furniture	%	41%	64%	60%	57%		57%
a better computer or peripherals (mouse, screen, keyboard, etc.)	%	55%	58%	40%	50%	100%	50%
software that prompts the user to take regular breaks	%	7%	4%	15%	15%		12%
reduced work pressure	%	3%	18%	9%	13%		12%
more information or instruction	%	3%	9%	9%	10%		9%
other (please specify)	%	7%	4%	2%	5%	100%	5%
Don't know	%	3%					0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	29	67	55	262	1	414

Percentages are based on the number of cases

23. Did your employer grant this request?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	48%	46%	44%	56%	100%	53%
Some	%	34%	39%	44%	29%		33%
No	%	14%	15%	13%	14%		14%
Don't know	%	3%			1%		1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	29	67	55	262	1	414

24. Were you aware of the statutory rules concerning display screen work when you made your request?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	24%	25%	27%	23%		24%
Some	%	21%	27%	22%	27%		26%
No	%	52%	46%	51%	50%	100%	50%
Don't know	%	3%	1%		0%		1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	29	67	55	262	1	414

25. The work on the display screen is regularly alternated with other work (not on the display screen).

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Always	%	23%	21%	17%	16%	23%	18%
Often	%	27%	34%	28%	30%	18%	30%
Occasionally	%	40%	36%	44%	43%	27%	41%
Never	%	10%	8%	10%	10%	14%	10%
Don't know	%	1%	0%		1%	18%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

26. I take a break of at least 10 minutes after working for 2 hours at the display screen.

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Always	%	24%	22%	18%	22%	14%	22%
Often	%	20%	29%	26%	26%	27%	26%
Occasionally	%	33%	30%	32%	33%	27%	32%
Never	%	21%	17%	22%	17%	9%	18%
Don't know	%	2%	2%	2%	2%	23%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

27. I regularly take a mini-break or switch to other work while working at the display screen.

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Always	%	20%	15%	12%	15%	18%	15%
Often	%	25%	33%	32%	32%	36%	32%
Occasionally	%	38%	37%	40%	37%	18%	38%
Never	%	16%	13%	15%	14%	5%	14%
Don't know	%	1%	2%	1%	1%	23%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

28. I work longer than 2 hours a day with a laptop or notebook (without using a laptop stand, a separate keyboard, a separate mouse or a separate monitor).

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Always	%	6%	5%	6%	5%	5%	5%
Often	%	8%	9%	9%	8%	9%	8%
Occasionally	%	20%	18%	21%	17%	5%	18%
Never	%	63%	64%	63%	67%	55%	65%
Don't know	%	2%	5%	2%	3%	27%	3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

29. I occasionally work for longer than 2 hours continuously on the display screen.

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Always	%	10%	7%	11%	7%	9%	8%
Often	%	27%	29%	31%	35%	27%	33%
Occasionally	%	43%	44%	45%	42%	27%	43%
Never	%	19%	18%	11%	14%	18%	15%
Don't know	%	1%	1%	1%	1%	18%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

30. If you don't take a break, why not? (more than one answer is possible)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
I always forget	%	26%	25%	28%	30%	43%	29%
I am not interested in taking a break / I prefer to work on	%	29%	30%	27%	31%	36%	30%
My employer does not encourage it	%	11%	10%	14%	11%	7%	11%
The work does not permit it (for example, because of deadlines or work pressure)	%	42%	41%	43%	46%	21%	44%
There are no natural breaks in the work that I do	%	14%	13%	17%	17%	7%	16%
I don't find it necessary	%	12%	18%	18%	16%	29%	16%
other (please specify)	%	2%	2%	3%	4%		3%
Don't know	%	1%	4%	0%	2%		2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	137	335	204	991	14	1681

Percentages are based on the number of cases

31. Is there an employee participation body in your company (for example, a works council or staff representative body)?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	17%	42%	73%	93%	68%	73%
No	%	81%	53%	23%	4%	5%	23%
Don't know	%	2%	5%	4%	3%	27%	4%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

32. Do these bodies concern themselves with working conditions relating to display screen work?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	24%	16%	19%	26%	33%	24%
Yes, but not much	%	21%	23%	29%	25%	7%	25%
No	%	24%	36%	20%	13%	27%	17%
Don't know	%	31%	26%	31%	36%	33%	34%
Total	%	100%	100%	100%	100%	100%	100%
	Count	29	174	170	1086	15	1474

33. Has your employer allowed you to have an occupational health examination or other suitable examination for your eyes and eyesight?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	12%	13%	19%	22%	9%	19%
No	%	81%	78%	68%	64%	50%	68%
Don't know	%	7%	10%	13%	14%	41%	13%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

34. What was the reason for it? (more than one answer is possible)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
It is standard practice at regular intervals in our organisation	%	29%	46%	55%	52%	50%	50%
I had the examination when I started work	%	19%	19%	5%	9%		11%
I had problems with my eyes	%	10%	12%	23%	10%		12%
I requested it myself	%	29%	10%	9%	19%	50%	17%
I was suffering from CANS	%	5%	2%	2%	3%		3%
other (please specify)	%	19%	8%	7%	13%		12%
Don't know	%	5%	6%	5%	2%		3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	21	52	44	261	2	380

Percentages are based on the number of cases

35. Has your employer provided special equipment, such as VDU glasses, a larger screen or other equipment, for example in response to an occupational health examination?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	13%	13%	14%	17%	14%	15%
No, but I did want him to	%	12%	19%	26%	20%	14%	20%
No, it wasn't necessary	%	65%	55%	46%	48%	36%	51%
Don't know	%	9%	13%	14%	14%	36%	14%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

36. Do you feel that employers should be legally obliged to allow employees to have an occupational health examination or other suitable examination for their eyes and eyesight?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	66%	71%	77%	81%	55%	77%
No	%	21%	15%	14%	9%	14%	12%
Don't know	%	13%	14%	9%	10%	32%	11%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

37. The European Commission has adopted a directive for display screen work. The European directive has been incorporated in the occupational health and safety legislation in the Netherlands. To what extent were you aware of this legislation?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
I didn't know there was special legislation governing display screen work	%	49%	53%	49%	44%	50%	47%
I did know that the occupational health and safety legislation included rules about display screen work, but didn't know about the European directive	%	41%	32%	41%	42%	14%	40%
I knew that the Dutch legislation governing display screen work involved the implementation of the European directive	%	6%	9%	6%	9%	9%	9%
Don't know	%	3%	6%	4%	4%	27%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

38a. The characters on the display screen are sharp and clear enough and sufficiently large

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	92%	91%	87%	90%	77%	90%
No	%	6%	7%	10%	8%	5%	8%
Don't understand	%		1%	0%	0%	5%	0%
Don't know	%	2%	2%	3%	2%	14%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

39a. The image on screen is stable, with no flickering or any other form of instability

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	90%	87%	88%	89%	77%	88%
No	%	8%	10%	9%	9%	9%	9%
Don't understand	%		0%	1%	1%		1%
Don't know	%	2%	2%	1%	1%	14%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

40a. I can easily adjust the contrast between the characters and background myself

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	87%	77%	75%	79%	55%	79%
No	%	6%	12%	15%	13%	18%	13%
Don't understand	%		1%	1%	1%		1%
Don't know	%	6%	9%	9%	7%	27%	8%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

41a. My screen can be tilted backwards and forwards (itself or with a stand)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	72%	74%	74%	76%	45%	75%
No	%	26%	21%	21%	21%	18%	21%
Don't understand	%		0%	2%	0%		0%
Don't know	%	2%	4%	3%	3%	36%	3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

42a. My screen does not give off an annoying shine or reflection

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	76%	70%	68%	73%	73%	72%
No	%	20%	27%	28%	25%	9%	25%
Don't understand	%	1%	0%	1%	1%		1%
Don't know	%	3%	3%	3%	2%	18%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

43a. I have a separate keyboard with a cable that is long enough for it be placed easily on my desk

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	80%	77%	83%	81%	64%	80%
No	%	20%	21%	15%	17%	14%	18%
Don't understand	%		1%		0%	5%	0%
Don't know	%	1%	2%	3%	1%	18%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

44a. There is enough space in front of my keyboard to support my hands and arms

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	77%	75%	79%	80%	59%	79%
No	%	22%	23%	17%	18%	23%	19%
Don't understand	%		0%	0%	0%	5%	0%
Don't know	%	1%	2%	3%	1%	14%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

45a. My keyboard has a non-reflective surface and the symbols on my keyboard can be read from a normal working posture

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	91%	87%	83%	88%	68%	87%
No	%	8%	9%	12%	9%	9%	9%
Don't understand	%		1%	3%	1%	5%	1%
Don't know	%	1%	2%	3%	2%	18%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

46a. My desk or work surface is large enough to do any work other than the display screen work

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	84%	77%	79%	79%	59%	79%
No	%	15%	21%	18%	19%	27%	19%
Don't understand	%		1%	1%	0%		0%
Don't know	%	1%	1%	2%	1%	14%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

47a. There is a document holder, which is large and stable enough, that I can use if necessary

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	33%	40%	40%	52%	32%	46%
No	%	53%	47%	44%	36%	27%	40%
Don't understand	%	2%	2%	3%	2%	9%	2%
Don't know	%	11%	11%	12%	11%	32%	11%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

48a. The height of my desk and/or chair is adjusted to the length of my body.

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	54%	52%	60%	65%	36%	60%
No	%	43%	42%	36%	31%	41%	35%
Don't understand	%		1%	1%	0%	5%	1%
Don't know	%	3%	5%	3%	3%	18%	4%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

38b. The characters on the display screen are sharp and clear enough and sufficiently large

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	75%	75%	77%	76%	76%	76%
No	%	18%	17%	17%	17%		17%
Don't know	%	7%	8%	6%	6%	24%	7%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	411	232	1162	21	1998

39b. The image on screen is stable, with no flickering or any other form of instability

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	83%	81%	83%	82%	68%	82%
No	%	11%	12%	11%	13%	9%	12%
Don't know	%	6%	7%	6%	5%	23%	6%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	412	230	1159	22	1995

40b. I can easily adjust the contrast between the characters and background myself

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	66%	66%	68%	71%	64%	69%
No	%	24%	24%	20%	21%	5%	22%
Don't know	%	9%	10%	11%	8%	32%	9%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	410	230	1151	22	1985

41b. My screen can be tilted backwards and forwards (itself or with a stand)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	73%	72%	71%	74%	64%	73%
No	%	22%	21%	24%	20%	9%	21%
Don't know	%	6%	7%	6%	6%	27%	6%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	412	229	1162	22	1997

42b. My screen does not give off an annoying shine or reflection

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	75%	76%	75%	78%	59%	77%
No	%	18%	16%	19%	17%	9%	17%
Don't know	%	7%	8%	6%	5%	32%	6%
Total	%	100%	100%	100%	100%	100%	100%
	Count	171	412	231	1158	22	1994

43b. I have a separate keyboard with a cable that is long enough for it be placed easily on my desk

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	72%	69%	71%	75%	76%	73%
No	%	22%	24%	23%	20%	5%	21%
Don't know	%	6%	7%	6%	5%	19%	6%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	411	233	1160	21	1997

44b. There is enough space in front of my keyboard to support my hands and arms

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	79%	77%	77%	79%	62%	78%
No	%	16%	17%	17%	17%	19%	17%
Don't know	%	5%	6%	6%	4%	19%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	412	232	1162	21	1999

45b. My keyboard has a non-reflective surface and the symbols on my keyboard can be read from a normal working posture

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	67%	66%	68%	74%	52%	71%
No	%	27%	24%	22%	20%	19%	22%
Don't know	%	6%	10%	9%	7%	29%	8%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	410	227	1156	21	1986

46b. My desk or work surface is large enough to do any work other than the display screen work

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	81%	77%	79%	79%	64%	78%
No	%	13%	18%	15%	17%	14%	16%
Don't know	%	6%	5%	6%	5%	23%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	411	230	1163	22	1998

47b. There is a document holder, which is large and stable enough, that I can use if necessary

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	51%	50%	53%	59%	50%	55%
No	%	42%	39%	36%	31%	20%	34%
Don't know	%	7%	11%	12%	10%	30%	10%
Total	%	100%	100%	100%	100%	100%	100%
	Count	168	405	226	1145	20	1964

48b. The height of my desk and/or chair is adjusted to the length of my body.

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	78%	73%	73%	79%	57%	77%
No	%	17%	21%	20%	16%	19%	18%
Don't know	%	5%	7%	7%	4%	24%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	411	231	1160	21	1995

49a. My office has sufficient light to be able to read and work comfortably

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	91%	89%	84%	88%	59%	88%
No	%	6%	8%	12%	10%	18%	10%
Don't understand	%		0%		0%	5%	0%
Don't know	%	2%	2%	4%	1%	18%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

50a. I look directly into the daylight when I face the display screen

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	17%	21%	20%	20%	14%	20%
No	%	83%	76%	76%	79%	68%	78%
Don't understand	%		0%	1%	0%	5%	0%
Don't know	%	1%	2%	3%	1%	14%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

51a. Fluorescent and other lighting is not directly reflected in the display screen

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	63%	63%	62%	61%	55%	62%
No	%	33%	33%	31%	35%	32%	34%
Don't understand	%	2%	0%	0%	1%		1%
Don't know	%	2%	4%	6%	3%	14%	3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

52a. My windows are fitted with suitable adjustable blinds to reduce the intensity of light falling on my workstation

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	33%	37%	37%	42%	32%	40%
No	%	64%	57%	57%	52%	36%	54%
Don't understand	%	1%	1%	1%	1%		1%
Don't know	%	2%	5%	5%	5%	32%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

53a. My computer, printer or other piece of equipment makes so much noise that it bothers me

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	15%	14%	18%	13%	14%	14%
No	%	84%	85%	79%	86%	68%	84%
Don't understand	%		0%	1%	0%		0%
Don't know	%	1%	1%	2%	1%	18%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

54a. My computer, printer or other piece of equipment produces too much heat

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	11%	14%	17%	15%	9%	15%
No	%	88%	83%	78%	82%	73%	82%
Don't understand	%			2%	0%		0%
Don't know	%	1%	2%	4%	2%	18%	3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

55a. The humidity in my office is adequate

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	56%	62%	55%	55%	41%	56%
No	%	25%	22%	26%	30%	9%	27%
Don't understand	%	1%	1%	2%	1%	9%	1%
Don't know	%	19%	15%	18%	14%	41%	15%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

49b. My office has sufficient light to be able to read and work comfortably

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	84%	84%	82%	85%	71%	85%
No	%	10%	11%	13%	11%	5%	11%
Don't know	%	6%	5%	4%	4%	24%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	413	233	1161	21	2000

50b. I look directly into the daylight when I face the display screen

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	38%	36%	40%	41%	29%	40%
No	%	52%	53%	50%	50%	43%	51%
Don't know	%	10%	11%	10%	8%	29%	9%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	413	230	1160	21	1996

51b. Fluorescent and other lighting is not directly reflected in the display screen

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	57%	53%	60%	60%	50%	58%
No	%	36%	38%	33%	33%	23%	34%
Don't know	%	8%	9%	7%	7%	27%	8%
Total	%	100%	100%	100%	100%	100%	100%
	Count	169	412	232	1158	22	1993

52b. My windows are fitted with suitable adjustable blinds to reduce the intensity of light falling on my workstation

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	46%	48%	51%	57%	23%	53%
No	%	44%	42%	38%	35%	36%	38%
Don't know	%	11%	10%	11%	8%	41%	9%
Total	%	100%	100%	100%	100%	100%	100%
	Count	170	410	231	1153	22	1986

53b. My computer, printer or other piece of equipment makes so much noise that it bothers me

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	47%	42%	45%	48%	23%	46%
No	%	45%	49%	48%	46%	50%	47%
Don't know	%	8%	9%	7%	6%	27%	7%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	413	231	1161	22	1999

54b. My computer, printer or other piece of equipment produces too much heat

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	44%	40%	44%	49%	27%	46%
No	%	49%	51%	49%	45%	45%	47%
Don't know	%	7%	9%	7%	6%	27%	7%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	229	1160	22	1997

55b. The humidity in my office is adequate

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	64%	63%	64%	68%	55%	66%
No	%	24%	25%	23%	21%		22%
Don't know	%	12%	13%	13%	11%	45%	12%
Total	%	100%	100%	100%	100%	100%	100%
	Count	171	410	229	1148	20	1978

56a. The software on my computer is suitable for the tasks that I have to perform

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	87%	86%	88%	88%	55%	87%
No	%	11%	12%	9%	11%	14%	11%
Don't understand	%	1%	1%	0%	1%		1%
Don't know	%	2%	2%	2%	1%	32%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

57a. The software on my computer is easy to use and matches my level of knowledge and experience

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	97%	93%	89%	93%	64%	93%
No	%	2%	5%	8%	5%	9%	5%
Don't understand	%		0%	1%	0%		0%
Don't know	%	1%	2%	2%	1%	27%	2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

58a. The systems on my computer provide information about how they work

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	75%	72%	69%	71%	50%	71%
No	%	14%	21%	21%	21%	23%	20%
Don't understand	%	3%	1%	3%	2%		2%
Don't know	%	8%	7%	7%	6%	27%	7%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

59a. The information on my computer is visible in a form and at a speed that suits me

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	88%	86%	84%	88%	50%	87%
No	%	6%	7%	6%	7%	23%	7%
Don't understand	%	1%	3%	4%	2%	5%	2%
Don't know	%	5%	4%	6%	3%	23%	4%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

56b. The software on my computer is suitable for the tasks that I have to perform

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	62%	66%	61%	66%	64%	65%
No	%	29%	25%	31%	28%		27%
Don't know	%	9%	9%	8%	7%	36%	8%
Total	%	100%	100%	100%	100%	100%	100%
	Count	171	409	232	1158	22	1992

57b. The software on my computer is easy to use and matches my level of knowledge and experience

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	61%	65%	59%	64%	64%	63%
No	%	30%	26%	34%	28%		28%
Don't know	%	9%	8%	7%	8%	36%	8%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	413	231	1163	22	2001

58b. The systems on my computer provide information about how they work

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	60%	56%	57%	60%	55%	59%
No	%	29%	32%	35%	31%	9%	32%
Don't know	%	10%	11%	8%	9%	36%	10%
Total	%	100%	100%	100%	100%	100%	100%
	Count	167	409	225	1142	22	1965

59b. The information on my computer is visible in a form and at a speed that suits me

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	62%	61%	59%	64%	52%	63%
No	%	28%	29%	32%	28%	5%	28%
Don't know	%	10%	10%	9%	8%	43%	9%
Total	%	100%	100%	100%	100%	100%	100%
	Count	170	403	224	1147	21	1965

60a. My keyboard, document and display screen are at a roughly equal viewing distance

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	69%	71%	55%	64%	45%	65%
No	%	25%	24%	37%	30%	27%	29%
Don't understand	%	3%	2%	3%	3%	5%	3%
Don't know	%	2%	3%	5%	3%	23%	3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

61a. My display screen is directly in front of me when I sit straight in front of the edge of the desk

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	76%	77%	76%	80%	55%	78%
No	%	23%	21%	21%	19%	23%	20%
Don't understand	%		1%	2%	0%	5%	1%
Don't know	%	1%	1%	2%	1%	18%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

62a. My display screen is at least 50 centimetres from the edge of the desk

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	79%	71%	69%	74%	59%	73%
No	%	19%	22%	22%	21%	18%	21%
Don't understand	%		1%	3%	0%		1%
Don't know	%	2%	7%	6%	5%	23%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

63a. There is a foot rest I can use, if necessary

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	41%	50%	58%	65%	32%	59%
No	%	55%	45%	35%	27%	41%	34%
Don't understand	%		0%		0%		0%
Don't know	%	4%	5%	7%	7%	27%	6%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

64a. I have sufficient leg room when sitting (your legs must not bang against anything).

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	81%	81%	87%	86%	64%	85%
No	%	18%	17%	10%	12%	23%	14%
Don't understand	%		1%	0%	0%		0%
Don't know	%	1%	1%	3%	1%	14%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

65a. I can set my mouse to be used with both the left and right hand

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	62%	59%	59%	66%	32%	63%
No	%	25%	24%	21%	20%	23%	21%
Don't understand	%		1%	2%	0%	5%	1%
Don't know	%	13%	16%	18%	15%	41%	15%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

66a. There is enough space on my desk to use my mouse without difficulty

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	87%	84%	83%	87%	59%	86%
No	%	12%	14%	12%	11%	18%	12%
Don't understand	%		0%	1%	0%	5%	0%
Don't know	%	1%	1%	3%	1%	18%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

60b. My keyboard, document and display screen are at a roughly equal viewing distance

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	63%	58%	58%	59%	57%	59%
No	%	30%	32%	33%	33%	14%	32%
Don't know	%	8%	10%	9%	8%	29%	9%
Total	%	100%	100%	100%	100%	100%	100%
	Count	166	405	227	1129	21	1948

61b. My display screen is directly in front of me when I sit straight in front of the edge of the desk

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	66%	66%	68%	66%	62%	66%
No	%	28%	27%	28%	27%	14%	27%
Don't know	%	6%	8%	4%	6%	24%	7%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	410	228	1162	21	1993

62b. My display screen is at least 50 centimetres from the edge of the desk

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	67%	68%	68%	66%	59%	67%
No	%	23%	23%	25%	26%	14%	25%
Don't know	%	10%	9%	7%	8%	27%	9%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	410	227	1161	22	1992

63b. There is a foot rest I can use, if necessary

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	60%	60%	65%	66%	55%	64%
No	%	34%	32%	26%	27%	23%	28%
Don't know	%	6%	8%	9%	7%	23%	8%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	412	233	1162	22	2001

64b. I have sufficient leg room when sitting (your legs must not bang against anything).

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	81%	74%	80%	80%	73%	79%
No	%	14%	19%	15%	16%	5%	16%
Don't know	%	5%	7%	5%	4%	23%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	411	232	1162	22	1999

65b. I can set my mouse to be used with both the left and right hand

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	58%	57%	66%	62%	52%	61%
No	%	35%	29%	22%	27%	14%	28%
Don't know	%	7%	13%	12%	10%	33%	11%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	411	229	1162	21	1995

66b. There is enough space on my desk to use my mouse without difficulty

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	78%	73%	79%	76%	71%	76%
No	%	16%	20%	17%	19%	5%	18%
Don't know	%	6%	7%	5%	6%	24%	6%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	412	230	1161	21	1996

67. When I work at home I regularly work for more than two hours continuously at a display screen

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	40%	47%	40%	42%	75%	43%
No	%	58%	50%	57%	56%	25%	55%
Don't know	%	3%	3%	3%	2%		2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	113	256	153	719	8	1249

68. I have a good workstation when I am working on the computer at home

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	60%	60%	70%	61%	100%	62%
No	%	38%	38%	27%	36%		35%
Don't know	%	2%	3%	3%	3%		2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	113	256	153	719	8	1249

69. My employer has enquired about the quality of my workstation at home

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	18%	10%	12%	9%	25%	10%
No	%	80%	87%	85%	89%	75%	87%
Don't know	%	3%	3%	3%	2%		3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	113	256	153	719	8	1249

70. My employer has (partially) arranged for me to have a good computer at home

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	34%	26%	27%	30%	50%	29%
No	%	64%	71%	70%	68%	50%	68%
Don't know	%	3%	3%	3%	2%		2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	113	256	153	719	8	1249

71. My employer has (partially) arranged for me to have a good workstation at home

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	14%	8%	12%	7%	13%	9%
No	%	83%	89%	85%	91%	88%	89%
Don't know	%	3%	3%	3%	2%		2%
Total	%	100%	100%	100%	100%	100%	100%
	Count	113	256	153	719	8	1249

72. I regularly have to work under considerable pressure or at a faster pace than usual when I work at home

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	15%	20%	16%	15%	13%	16%
No	%	82%	76%	80%	83%	88%	81%
Don't know	%	3%	4%	4%	3%		3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	113	256	153	719	8	1249

73. My employer refuses to provide me with a good workstation at home

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	15%	14%	18%	16%	13%	16%
No	%	61%	52%	50%	49%	63%	51%
Don't know	%	24%	34%	32%	35%	25%	33%
Total	%	100%	100%	100%	100%	100%	100%
	Count	113	256	153	719	8	1249

74. I sometimes work or do overtime at home because my employer has asked me to

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	22%	20%	22%	20%	25%	20%
No	%	74%	75%	76%	76%	63%	76%
Don't know	%	4%	5%	2%	4%	13%	4%
Total	%	100%	100%	100%	100%	100%	100%
	Count	113	256	153	719	8	1249

75a. Are you satisfied with the ergonomic quality of your workstation at work? (Think for example of the incidence of light, the height of the chair and desk, the viewing distance).

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	59%	54%	48%	56%	45%	55%
Partially	%	31%	35%	43%	35%	18%	35%
No	%	10%	11%	8%	10%	14%	10%
Don't know	%			0%	0%	23%	0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

75b. What are you dissatisfied with?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Computer screen	%	20%	30%	27%	26%	57%	26%
Computer peripherals (mouse, keyboard, etc.)	%	27%	25%	20%	22%	14%	22%
(Settings) chair	%	44%	53%	38%	41%	86%	44%
(Settings) desk	%	52%	55%	43%	45%	71%	48%
Light	%	34%	43%	50%	46%	14%	44%
Other: climate (temperature, humidity, noise, etc)	%	6%	5%	9%	9%		8%
Other: working space	%	4%	3%	3%	4%		4%
Other: software or computer speed	%	1%	3%	2%	2%		2%
Other: varying workstation	%	3%	2%	1%	1%	14%	1%
other (please specify)	%	3%		3%	2%	14%	2%
Don't know	%		1%		1%		1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	71	191	119	516	7	904

Percentages are based on the number of cases

76. Do you feel that your employer is doing enough to protect the health and welfare of employees who work with display screens in the organisation?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Yes	%	42%	36%	38%	43%	50%	41%
Partially	%	27%	37%	41%	37%	9%	36%
No	%	24%	22%	18%	16%	18%	18%
Don't know	%	6%	5%	3%	4%	23%	5%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

77. In what respects could the employer do more to protect their health? (more than one answer is possible)

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Workstation analysis	%	59%	63%	66%	67%	83%	66%
Provide information about the health risks of display screen work	%	51%	46%	44%	55%	33%	51%
Breaks / changes in the organisation of the work	%	31%	33%	38%	28%	50%	31%
Changes in the workstation	%	32%	38%	33%	33%	17%	34%
Training	%	19%	19%	23%	28%	50%	25%
Eye tests	%	31%	33%	49%	50%	67%	45%
Reduce work pressure	%	26%	33%	34%	31%	33%	31%
other (please specify)	%	3%	4%	4%	5%		4%
Don't know	%	7%	5%	3%	1%		3%
Total	%	100%	100%	100%	100%	100%	100%
	Count	88	245	137	610	6	1086

Percentages are based on the number of cases

78. Under which category does your organisation fall?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Commercial company	%	73%	60%	58%	46%	23%	53%
Government	%	6%	17%	19%	32%	23%	25%
Non-profit sector (non-governmental)	%	15%	17%	21%	20%	32%	19%
Don't know	%	6%	6%	2%	2%	23%	4%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

80. In what sector do you work?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Agriculture, hunting and forestry	%	1%		1%	1%		1%
Fisheries	%		0%				0%
Mining	%		0%	1%	0%		0%
Industry	%	6%	10%	18%	11%	5%	11%
Electricity, natural gas and warm water	%		1%	0%	2%	5%	2%
Construction	%	5%	5%	5%	2%		3%
Repair of consumer articles and trade	%	8%	5%	3%	2%		3%
Hospitality	%	2%	4%	2%	1%	9%	2%
Transport, storage and communication	%	7%	6%	6%	7%	5%	6%
Financial institutions	%	10%	8%	6%	11%		10%
Property, commercial services	%	7%	7%	6%	4%		5%
Public administration, government and social insurance	%	1%	2%	6%	14%	5%	9%
Education	%	4%	14%	9%	8%	5%	9%
Health care and social services	%	8%	9%	9%	16%	32%	13%
Environment, culture, recreation and other services	%	4%	3%	4%	2%	9%	3%
Private households with salaried employees	%	1%					0%
Extra-territorial bodies and organisations	%				0%		0%
Others (please specify)	%	34%	24%	19%	20%	18%	22%
Don't know	%	2%	1%	2%	1%	9%	1%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

81. What is your age

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
18	%				0%		0%
19	%	2%		1%	0%	5%	0%
20	%			0%	0%		0%
21	%	2%	1%	0%	1%		1%
22	%	2%	2%	3%	1%		2%
23	%	4%	4%	4%	2%		3%
24	%	6%	5%	6%	3%	9%	4%
25	%	6%	3%	3%	2%	5%	3%
26	%	3%	4%	3%	1%	9%	2%
27	%	4%	2%	4%	3%		3%
28	%	3%	4%	2%	4%		3%
29	%	3%	3%	1%	3%	9%	3%
30	%	3%	2%	3%	1%	5%	2%
31	%	2%	3%	1%	1%	5%	2%
32	%	3%	5%	3%	2%		3%
33	%	3%	2%	3%	1%	9%	2%
34	%	2%	2%	1%	2%		2%
35	%	4%	5%	3%	4%	5%	4%
36	%	6%	3%	3%	3%	5%	4%
37	%	2%	2%	4%	3%	5%	3%
38	%	2%	3%	2%	3%	5%	3%
39	%	2%	4%	2%	3%		3%
40	%	3%	2%	3%	2%	5%	2%
41	%	1%	2%	2%	2%		2%
42	%	2%	2%	2%	2%		2%
43	%	3%	3%	3%	2%		3%
44	%	2%	1%	3%	2%	5%	2%
45	%	1%	2%	1%	3%		2%
46	%	3%	1%	4%	3%		3%
47	%	1%	2%	2%	2%		2%
48	%	1%	1%	1%	2%	5%	2%
49	%	2%	2%	3%	2%		2%
50	%	2%	3%	3%	4%	5%	4%
51	%	4%	3%	1%	5%		4%
52	%	2%	3%	5%	4%		3%
53	%	1%	3%	3%	5%	5%	4%
54	%	1%	3%	2%	3%	5%	2%
55	%	1%	1%	3%	3%		2%
56	%	1%	1%	0%	2%		2%
57	%	1%	1%	2%	2%		2%
58	%	1%	1%	2%	1%		1%
59	%	1%	1%	1%	1%		1%
60	%		1%	1%	1%		1%
61	%		1%		1%		1%
62	%		0%				0%
63	%			1%	0%		0%
64	%		0%				0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

82. What is the highest education that you completed?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
None / Primary education	%	1%	0%	2%	1%	9%	1%
Lower Vocational Education (LBO)/ Preparatory Secondary Vocational Education (VMBO)/ Lower Secondary General Education (MAVO)	%	12%	14%	17%	13%	27%	14%
Higher Secondary General Education (HAVO)/ Pre-university Education (VWO)	%	10%	13%	12%	13%	9%	12%
Secondary Vocational Education (MBO)	%	35%	32%	24%	29%	23%	30%
Higher Professional Education (HBO)/University	%	41%	41%	44%	45%	27%	43%
Don't know	%			1%	0%	5%	0%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

83. Are you male or female?

		1 thru 9	10 thru 49	50 thru 99	100 or more	Don't know	Total
Female	%	55%	52%	51%	44%	68%	47%
Male	%	45%	48%	49%	56%	32%	53%
Total	%	100%	100%	100%	100%	100%	100%
	Count	172	414	233	1165	22	2006

Crosstabs employers:

awareness and implementation

31. How often do employees in your organisation work for longer than two hours without interruption at display screens (in other words, not interrupted by other activities or by breaks)?

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Often	%	22%	20%	13%	15%	19%
Regularly	%	19%	23%	15%	26%	20%
Occasionally	%	28%	32%	31%	29%	30%
Never	%	29%	26%	41%	22%	29%
Don't know	%	2%	0%	0%	8%	1%
Total	%	100%	100%	100%	100%	100%
	Unw. count	429	897	419	78	1823

40. Are employees in your company given information about how to prevent the health risks associated with display screen work?

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	17%	27%	36%	18%	25%
Some	%	14%	33%	31%	9%	25%
No	%	64%	37%	29%	61%	46%
Don't know	%	5%	3%	3%	12%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	425	886	414	76	1801

41. Have employees in your company been given instructions on how to arrange their workstation in such a way as to avoid health problems? This refers to information on aspects such as the proper height of the desk and the chair and the distance they should sit from the screen and keyboard.

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	25%	42%	47%	22%	36%
Some	%	23%	29%	23%	8%	25%
No	%	48%	27%	27%	60%	36%
Don't know	%	4%	2%	3%	10%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	425	885	414	76	1800

42. Have the employees in your company received information about how they can reduce the health risks associated with display screen work (for example by taking breaks, doing exercises, installing special software)?

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	23%	37%	46%	21%	33%
Some	%	21%	29%	24%	12%	24%
No	%	50%	33%	27%	58%	39%
Don't know	%	6%	2%	2%	9%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	425	885	414	76	1800

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	19%	30%	38%	22%	27%
It has been carried out, but not reviewed	%	13%	12%	9%	4%	12%
We are carrying one out at the moment	%	6%	8%	5%	3%	7%
No	%	51%	42%	42%	54%	46%
Don't know	%	10%	7%	7%	17%	9%
Total	%	100%	100%	100%	100%	100%
	Unw. count	414	880	411	75	1780

66. Does your company have an employee participation body (for example, a Works Council or staff representative

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	14%	15%	23%	17%	16%
No	%	82%	82%	75%	73%	81%
Don't know	%	3%	3%	2%	9%	3%
Total	%	100%	100%	100%	100%	100%
	Unw. count	409	861	408	73	1751

67. Does this body also concern itself with working conditions relating to display screen work?

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	27%	21%	48%	0%	28%
Yes, but not much	%	27%	39%	36%	11%	33%
No	%	35%	30%	12%	31%	27%
Don't know	%	11%	11%	4%	57%	12%
Total	%	100%	100%	100%	100%	100%
	Unw. count	144	418	274	25	861

68. Have any employees in your organisation ever requested that working conditions be investigated or improved in connection with CANS or its prevention?

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	12%	19%	26%	12%	17%
No	%	83%	76%	69%	69%	77%
Don't know	%	5%	5%	5%	19%	6%
Total	%	100%	100%	100%	100%	100%
	Unw. count	409	860	408	73	1750

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes, before they start working at a display screen for the first time	%	5%	4%	14%		6%
Yes, at regular intervals	%	7%	10%	20%	9%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	20%	26%	40%	9%	26%
No	%	48%	51%	33%	68%	48%
Don't know	%	22%	10%	7%	16%	14%
Total	%	100%	100%	100%	100%	100%
	Unw. count	409	860	407	73	1749

Percentages are based on the number of cases

71. If the results of the occupational health examination or other appropriate examination require it, is the employee concerned given the opportunity to undergo an ophthalmological examination (by an ophthalmologist)?

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	44%	42%	59%	32%	45%
Sometimes	%	8%	8%	9%	3%	8%
No	%	22%	25%	20%	40%	24%
Don't know	%	26%	25%	12%	24%	23%
Total	%	100%	100%	100%	100%	100%
	Unw. count	409	858	407	73	1747

72. If the results of the occupational health medical examination or other appropriate examination show they are necessary and normal corrective appliances cannot be used, is the employee concerned provided with corrective appliances for their eyes specifically for the work concerned?

		didn't know legislation	knew legislation includes VDU	know European Directive	Don't know	Total
Yes	%	21%	23%	38%	21%	25%
Sometimes	%	9%	10%	8%	1%	9%
No	%	38%	37%	37%	50%	38%
Don't know	%	32%	30%	17%	28%	28%
Total	%	100%	100%	100%	100%	100%
	Unw. count	409	858	407	73	1747

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

		8a. A risk assessment specifically devoted to eyesight			Total
		Yes	No	Don't know	
Yes	%	34%	26%	20%	27%
It has been carried out, but not reviewed	%	13%	10%	11%	12%
We are carrying one out at the moment	%	5%	11%	5%	7%
No	%	38%	50%	53%	46%
Don't know	%	10%	3%	11%	9%
Total	%	100%	100%	100%	100%
	Unw. count	930	348	502	1780

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated? a. Risks of psychological work strain/ work stress/work pressure

		8a. A risk assessment specifically devoted to eyesight			Total
		Yes	No	Don't know	
They are not investigated	%	40%	57%	50%	47%
At the commencement of employment	%	14%	6%	11%	11%
At regular intervals	%	17%	10%	4%	11%
If there is a reason to do so (for example, in the event of complaints of CANS)	%	25%	22%	19%	22%
Don't know	%	9%	6%	18%	12%
Total	%	100%	100%	100%	100%
	Unw. count	919	342	493	1754

Percentages are based on the number of cases

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

		10a. A risk assessment specifically devoted to physical strain			Total
		Yes	No	Don't know	
Yes	%	32%	21%	17%	27%
It has been carried out, but not reviewed	%	13%	11%	9%	12%
We are carrying one out at the moment	%	7%	6%	5%	7%
No	%	40%	60%	56%	46%
Don't know	%	8%	1%	14%	9%
Total	%	100%	100%	100%	100%
	Unw. count	1275	181	324	1780

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated? a. Risks of psychological work strain/ work stress/work pressure

		10a. A risk assessment specifically devoted to physical strain			Total
		Yes	No	Don't know	
They are not investigated	%	39%	50%	42%	41%
At the commencement of employment	%	12%	11%	11%	11%
At regular intervals	%	16%	9%	10%	14%
If there is a reason to do so (for example, in the event of complaints of CANS)	%	29%	23%	16%	26%
Don't know	%	8%	8%	23%	11%
Total	%	100%	100%	100%	100%
	Unw. count	1257	179	318	1754

Percentages are based on the number of cases

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

		11a. A risk assessment specifically devoted to mental strain			Total
		Yes	No	Don't know	
Yes	%	38%	25%	21%	27%
It has been carried out, but not reviewed	%	18%	8%	10%	12%
We are carrying one out at the moment	%	6%	9%	5%	7%
No	%	31%	52%	52%	46%
Don't know	%	8%	6%	12%	9%
Total	%	100%	100%	100%	100%
	Unw. count	659	521	600	1780

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated? a. Risks of psychological work strain/ work stress/work pressure

		11a. A risk assessment specifically devoted to mental strain			Total
		Yes	No	Don't know	
They are not investigated	%	39%	53%	48%	47%
At the commencement of employment	%	17%	5%	11%	11%
At regular intervals	%	21%	8%	6%	11%
If there is a reason to do so (for example, in the event of complaints of CANS)	%	20%	28%	20%	22%
Don't know	%	9%	7%	17%	12%
Total	%	100%	100%	100%	100%
	Unw. count	648	516	590	1754

Percentages are based on the number of cases

31. How often do employees in your organisation work for longer than two hours without interruption at display screens (in other words, not interrupted by other activities or by breaks)?

		13a. Display screen work must be alternated with other work or interrupted by a break after a maximum of two consecutive hours			Total
		Yes	No	Don't know	
Often	%	17%	21%	24%	19%
Regularly	%	19%	24%	21%	20%
Occasionally	%	33%	36%	20%	30%
Never	%	30%	19%	32%	29%
Don't know	%	1%	0%	3%	1%
Total	%	100%	100%	100%	100%
	Unw. count	1208	259	356	1823

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		15a. Employees who are starting to work with display screens for the first time should be allowed to have an occupational health examination			Total
		Yes	No	Don't know	
Yes, before they start working at a display screen for the first time	%	14%	4%	4%	6%
Yes, at regular intervals	%	21%	12%	6%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	31%	24%	24%	26%
No	%	23%	49%	56%	48%
Don't know	%	19%	14%	12%	14%
Total	%	100%	100%	100%	100%
	Unw. count	359	656	734	1749

Percentages are based on the number of cases

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		16a. Employees should be allowed to have occupational health examinations at regular intervals			Total
		Yes	No	Don't know	
Yes, before they start working at a display screen for the first time	%	11%	4%	3%	6%
Yes, at regular intervals	%	22%	9%	3%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	29%	22%	25%	26%
No	%	30%	57%	56%	48%
Don't know	%	15%	13%	14%	14%
Total	%	100%	100%	100%	100%
	Unw. count	797	354	598	1749

Percentages are based on the number of cases

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		17a. Employees who display symptoms of an eye disorder that may be related to display screen work should be allowed to have an occupational health examination			Total
		Yes	No	Don't know	
Yes, before they start working at a display screen for the first time	%	8%	4%	2%	6%
Yes, at regular intervals	%	15%	6%	4%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	31%	20%	18%	26%
No	%	39%	56%	62%	48%
Don't know	%	13%	16%	15%	14%
Total	%	100%	100%	100%	100%
	Unw. count	1125	186	438	1749

Percentages are based on the number of cases

71. If the results of the occupational health examination or other appropriate examination require it, is the employee concerned given the opportunity to undergo an ophthalmological examination (by an ophthalmologist)?

		18a. Employees should be allowed to have an ophthalmological examination (an examination by an ophthalmologist) if the circumstances warrant it			Total
		Yes	No	Don't know	
Yes	%	60%	31%	34%	45%
Sometimes	%	7%	15%	6%	8%
No	%	14%	36%	30%	24%
Don't know	%	19%	18%	29%	23%
Total	%	100%	100%	100%	100%
	Unw. count	817	325	605	1747

72. If the results of the occupational health medical examination or other appropriate examination show they are necessary and normal corrective appliances cannot be used, is the employee concerned provided with corrective appliances for their eyes specifically for the work concerned?

		19a. Employees should be provided with corrective appliances for their eyes if it is necessary and the normal corrective appliances are inadequate			Total
		Yes	No	Don't know	
Yes	%	47%	14%	20%	25%
Sometimes	%	13%	13%	4%	9%
No	%	19%	45%	43%	38%
Don't know	%	20%	28%	33%	28%
Total	%	100%	100%	100%	100%
	Unw. count	598	520	629	1747

66. Does your company have an employee participation body (for example, a works council or staff representative body)?

		21a. Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work			Total
		Yes	No	Don't know	
Yes	%	23%	16%	11%	16%
No	%	75%	81%	85%	81%
Don't know	%	1%	3%	4%	3%
Total	%	100%	100%	100%	100%
	Unw. count	761	399	591	1751

67. Does this body also concern itself with working conditions relating to display screen work?

		21a. Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work			Total
		Yes	No	Don't know	
Yes	%	37%	19%	20%	28%
Yes, but not much	%	42%	32%	20%	33%
No	%	13%	32%	46%	27%
Don't know	%	8%	17%	13%	12%
Total	%	100%	100%	100%	100%
	Unw. count	487	163	211	861

40. Are employees in your company given information about how to prevent the health risks associated with display screen work?

		22a. Employees should be given information and training concerning the risks of display screen work			Total
		Yes	No	Don't know	
Yes	%	38%	19%	14%	25%
Some	%	27%	19%	26%	25%
No	%	32%	58%	53%	46%
Don't know	%	2%	4%	6%	4%
Total	%	100%	100%	100%	100%
	Unw. count	897	373	531	1801

41. Have employees in your company been given instructions on how to arrange their workstation in such a way as to avoid health problems? This refers to information on aspects such as the proper height of the desk and the chair and the distance they should sit from the screen and keyboard.

		22a. Employees should be given information and training concerning the risks of display screen work			Total
		Yes	No	Don't know	
Yes	%	50%	28%	26%	36%
Some	%	25%	25%	24%	25%
No	%	22%	43%	46%	36%
Don't know	%	3%	3%	5%	4%
Total	%	100%	100%	100%	100%
	Unw. count	896	373	531	1800

42. Have the employees in your company received information about how they can reduce the health risks associated with display screen work (for example by taking breaks, doing exercises, installing special software)?

		22a. Employees should be given information and training concerning the risks of display screen work			Total
		Yes	No	Don't know	
Yes	%	45%	26%	23%	33%
Some	%	29%	23%	20%	24%
No	%	23%	46%	51%	39%
Don't know	%	3%	5%	5%	4%
Total	%	100%	100%	100%	100%
	Unw. count	896	373	531	1800

65. Does your company provide employees who work at home with a good workstation for their home if they do not already have one?

		23a. Employers should provide a good workstation for employees who work at home if they don't already have one			Total
		Yes	No	Don't know	
Yes	%	36%	41%	29%	36%
Sometimes	%	31%	13%	18%	18%
No	%	31%	45%	45%	42%
Don't know	%	1%	2%	8%	4%
Total	%	100%	100%	100%	100%
	Unw. count	140	202	103	445

Crosstabs employers:

awareness and relevance

8b. A risk assessment specifically devoted to eyesight

		8a. A risk assessment specifically devoted to eyesight			Total
		yes	No	Don't know	
Yes	%	72%	37%	38%	53%
No	%	22%	52%	27%	30%
Don't know	%	6%	11%	35%	17%
Total	%	100%	100%	100%	100%
Unw. count		953	359	521	1833

10b. A risk assessment specifically devoted to physical strain

		10a. A risk assessment specifically devoted to physical strain			Total
		Yes	No	Don't know	
Yes	%	76%	43%	23%	60%
No	%	18%	46%	28%	24%
Don't know	%	6%	12%	49%	16%
Total	%	100%	100%	100%	100%
Unw. count		1308	190	335	1833

11b. A risk assessment specifically devoted to mental strain

		11a. A risk assessment specifically devoted to mental strain			Total
		Yes	No	Don't know	
Yes	%	75%	27%	25%	40%
No	%	20%	61%	39%	40%
Don't know	%	5%	12%	36%	20%
Total	%	100%	100%	100%	100%
Unw. count		680	534	619	1833

12b. The formulation and implementation of an action plan for dealing with risks, based on a risks assessment

		12a. The formulation and implementation of an action plan for dealing with risks, based on a risks assessment			Total
		Yes	No	Don't know	
Yes	%	75%	39%	36%	57%
No	%	17%	53%	25%	24%
Don't know	%	8%	8%	40%	19%
Total	%	100%	100%	100%	100%
Unw. count		1177	217	439	1833

13b. Display screen work must be alternated with other work or interrupted by a break after a maximum of two consecutive hours

		13a. Display screen work must be alternated with other work or interrupted by a break after a maximum of two consecutive hours			Total
		Yes	No	Don't know	
Yes	%	70%	35%	26%	55%
No	%	24%	55%	30%	30%
Don't know	%	6%	10%	43%	15%
Total	%	100%	100%	100%	100%
Unw. count		1216	259	358	1833

15b. Employees who are starting to work with display screens for the first time should be allowed to have an occupational health examination

		15a. Employees who are starting to work with display screens for the first time should be allowed to have an occupational health examination			Total
		Yes	No	Don't know	
Yes	%	61%	19%	27%	30%
No	%	29%	73%	40%	50%
Don't know	%	10%	8%	33%	21%
Total	%	100%	100%	100%	100%
Unw. count		370	687	776	1833

16b. Employees should be allowed to have occupational health examinations at regular intervals

		16a. Employees should be allowed to have occupational health examinations at regular intervals			Total
		Yes	No	Don't know	
Yes	%	74%	32%	37%	48%
No	%	19%	59%	22%	31%
Don't know	%	7%	8%	40%	22%
Total	%	100%	100%	100%	100%
Unw. count		833	370	630	1833

17b. Employees who display symptoms of an eye disorder that may be related to display screen work should be allowed to have an occupational health examination

		17a. Employees who display symptoms of an eye disorder that may be related to display screen work should be allowed to have an occupational health examination			Total
		Yes	No	Don't know	
Yes	%	77%	40%	50%	64%
No	%	16%	53%	17%	20%
Don't know	%	7%	7%	33%	15%
Total	%	100%	100%	100%	100%
Unw. count		1176	194	463	1833

18b. Employees should be allowed to have an ophthalmological examination (an examination by an ophthalmologist) if the circumstances warrant it

		18a. Employees should be allowed to have an ophthalmological examination (an examination by an ophthalmologist) if the circumstances warrant it			Total
		Yes	No	Don't know	
Yes	%	76%	38%	43%	57%
No	%	15%	56%	23%	25%
Don't know	%	9%	6%	34%	18%
Total	%	100%	100%	100%	100%
Unw. count		858	338	637	1833

19b. Employees should be provided with corrective appliances for their eyes if it is necessary and the normal corrective appliances are inadequate

		19a. Employees should be provided with corrective appliances for their eyes if it is necessary and the normal corrective appliances are inadequate			Total
		Yes	No	Don't know	
Yes	%	69%	25%	30%	38%
No	%	28%	68%	38%	45%
Don't know	%	3%	7%	32%	17%
Total	%	100%	100%	100%	100%
Unw. count		617	546	662	1825

21b. Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work

		21a. Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work			Total
		Yes	No	Don't know	
Yes	%	78%	35%	30%	47%
No	%	18%	57%	34%	35%
Don't know	%	4%	8%	35%	19%
Total	%	100%	100%	100%	100%
Unw. count		786	413	626	1825

22b. Employees should be given information and training concerning the risks of display screen work

		22a. Employees should be given information and training concerning the risks of display screen work			Total
		Yes	No	Don't know	
Yes	%	81%	40%	41%	57%
No	%	13%	53%	19%	24%
Don't know	%	6%	7%	39%	19%
Total	%	100%	100%	100%	100%
Unw. count		907	382	536	1825

23b. Employers should provide a good workstation for employees who work at home if they don't already have one

		23a. Employers should provide a good workstation for employees who work at home if they don't already have one			Total
		Yes	No	Don't know	
Yes	%	66%	10%	18%	21%
No	%	24%	84%	37%	59%
Don't know	%	10%	5%	45%	19%
Total	%	100%	100%	100%	100%
Unw. count		390	920	515	1825

24b. The legislation concerning display screen work only applies to employees who work with display screens for at least two hours a day

		23a. Employers should provide a good workstation for employees who work at home if they don't already have one			Total
		Yes	No	Don't know	
Yes	%	72%	32%	33%	47%
No	%	23%	60%	29%	33%
Don't know	%	5%	8%	38%	19%
Total	%	100%	100%	100%	100%
Unw. count		705	470	650	1825

25b. Specific ergonomic requirements for display screens: the image on the screen must be stable, the characters must be clear and large enough, the screen must be free from glare or reflection and the screen must freely movable and easily adjustable

		25a. Specific ergonomic requirements for display screens: the image on the screen must be stable, the characters must be clear and large enough, the screen must be free from glare or reflection and the screen must freely movable and easily adjustable			Total
		Yes	No	Don't know	
Yes	%	83%	36%	35%	60%
No	%	14%	54%	20%	23%
Don't know	%	3%	10%	44%	17%
Total	%	100%	100%	100%	100%
Unw. count		1114	272	439	1825

26b. Specific ergonomic requirements for keyboards: the keyboard can be tilted, it must have a mat surface and the symbols on the keys must have sufficient contrast and be easily legible

		26a. Specific ergonomic requirements for keyboards: the keyboard can be tilted, it must have a mat surface and the symbols on the keys must have sufficient contrast and be easily legible			Total
		Yes	No	Don't know	
Yes	%	87%	32%	27%	55%
No	%	10%	60%	24%	27%
Don't know	%	3%	8%	49%	18%
Total	%	100%	100%	100%	100%
Unw. count		917	403	505	1825

27b. The furniture must be adjustable to the height of the user

		27a. The furniture must be adjustable to the height of the user			Total
		Yes	No	Don't know	
Yes	%	84%	55%	31%	71%
No	%	12%	42%	17%	16%
Don't know	%	4%	3%	52%	13%
Total	%	100%	100%	100%	100%
Unw. count		1380	171	274	1825

28b. Specific ergonomic requirements for lighting, the incidence of light, noise, heat and humidity

		28a. Specific ergonomic requirements for lighting, the incidence of light, noise, heat and humidity			Total
		Yes	No	Don't know	
Yes	%	76%	44%	33%	58%
No	%	19%	51%	23%	26%
Don't know	%	5%	6%	44%	16%
Total	%	100%	100%	100%	100%
Unw. count		1118	298	409	1825

29b. Specific ergonomic requirements for software: the software is designed for the task to be performed and the user, is easy to use and comes with instructions on how to use it

		29a. Specific ergonomic requirements for software: the software is designed for the task to be performed and the user, is easy to use and comes with instructions on how to use it			Total
		Yes	No	Don't know	
Yes	%	79%	28%	29%	41%
No	%	13%	67%	31%	38%
Don't know	%	8%	5%	40%	21%
Total	%	100%	100%	100%	100%
Unw. count		558	591	676	1825

Crosstabs employers:

workability and implementation

31. How often do employees in your organisation work for longer than two hours without interruption at display screens (in other words, not interrupted by other activities or by breaks)?

		32. Legislation provides that employees may not work for more than two hours continuously at a display screen. Do you feel that this rule can be adequately implemented in your company?				Total
		Yes	Not entirely	No, not at all	Don't know	
Often	%	7%	33%	41%	9%	19%
Regularly	%	12%	34%	29%	15%	20%
Occasionally	%	33%	31%	19%	24%	30%
Never	%	48%	1%	11%	10%	29%
Don't know	%	0%	1%	0%	41%	1%
Total	%	100%	100%	100%	100%	100%
	Unw. count	913	612	259	37	1821

40. Are employees in your company given information about how to prevent the health risks associated with display screen work?

		49. The legislation concerning training and information for employees who work with display screens can be implemented effectively				Total
		Agree	neither agree, nor disagree	disagree	Don't know	
Yes	%	47%	25%	12%	11%	24%
Some	%	18%	31%	19%	14%	24%
No	%	33%	39%	63%	70%	48%
Don't know	%	1%	4%	6%	5%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	494	866	263	325	1948

41. Have employees in your company been given instructions on how to arrange their workstation in such a way as to avoid health problems? This refers to information on aspects such as the proper height of the desk and the chair and the distance they should sit from the screen and keyboard.

		49. The legislation concerning training and information for employees who work with display screens can be implemented effectively				Total
		Agree	neither agree, nor disagree	disagree	Don't know	
Yes	%	53%	39%	25%	19%	36%
Some	%	21%	28%	21%	21%	24%
No	%	25%	31%	49%	55%	37%
Don't know	%	2%	2%	6%	5%	3%
Total	%	100%	100%	100%	100%	100%
	Unw. count	494	866	263	325	1948

42. Have the employees in your company received information about how they can reduce the health risks associated with display screen work (for example by taking breaks, doing exercises, installing special software)?

		49. The legislation concerning training and information for employees who work with display screens can be implemented effectively				Total
		Agree	neither agree, nor disagree	disagree	Don't know	
Yes	%	53%	36%	23%	14%	33%
Some	%	24%	28%	23%	16%	24%
No	%	21%	33%	48%	63%	39%
Don't know	%	1%	3%	6%	7%	4%
Total	%	100%	100%	100%	100%	100%
	Unw. count	410	848	226	300	1784

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

		57. The legislation concerning the risk assessment can be effectively implemented				Total
		Agree	neither agree, nor disagree	disagree	Don't know	
Yes	%	92%	77%	89%	31%	76%
Don't know	%	8%	23%	11%	69%	24%
Total	%	100%	100%	100%	100%	100%
	Unw. count	357	446	113	116	1032

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		77. The legislation concerning the protection of the eyes and eyesight of employees who work with display screens can be effectively implemented				Total
		Agree	neither agree, nor disagree	disagree	Don't know	
Yes, before they start working at a display screen for the first time	%	14%	7%	1%	1%	6%
Yes, at regular intervals	%	23%	11%	6%	6%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	29%	31%	22%	18%	26%
No	%	39%	42%	60%	55%	47%
Don't know	%	7%	13%	11%	22%	14%
Total	%	100%	100%	100%	100%	100%
	Unw. count	431	853	202	403	1889

Percentages are based on the number of cases

Crosstabs employers:

relevance and implementation

31. How often do employees in your organisation work for longer than two hours without interruption at display screens (in other words, not interrupted by other activities or by breaks)?

35. Do you feel it is important that employees do not work continuously at display screens for longer than two hours?							Total
		No, I don't feel it is important	Yes, but only because it is prescribed	Yes, because it can prevent problems such as	Don't know		
Often	%	26%	21%	16%	17%	19%	
Regularly	%	30%	22%	16%	19%	20%	
Occasionally	%	20%	37%	34%	25%	30%	
Never	%	24%	18%	33%	33%	29%	
Don't know	%	0%	2%	1%	5%	1%	
Total	%	100%	100%	100%	100%	100%	
	Unw. count	329	187	1155	142	1813	

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

8b. A risk assessment specifically devoted to eyesight						Total
		Yes	No	Don't know		
Yes	%	30%	27%	18%	27%	
It has been carried out, but not reviewed	%	11%	16%	7%	12%	
We are carrying one out at the moment	%	8%	6%	4%	7%	
No	%	44%	46%	52%	46%	
Don't know	%	8%	5%	18%	9%	
Total	%	100%	100%	100%	100%	
	Unw. count	1062	479	239	1780	

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated? a. Risks of psychological work strain/ work stress/work pressure

8b. A risk assessment specifically devoted to eyesight						Total
		Yes	No	Don't know		
They are not investigated	%	43%	56%	43%	47%	
At the commencement of employment	%	13%	8%	11%	11%	
At regular intervals	%	15%	9%	5%	11%	
If there is a reason to do so (for example, in the event of complaints of CANS)	%	27%	21%	12%	22%	
Don't know	%	7%	8%	31%	12%	
Total	%	100%	100%	100%	100%	
	Unw. count	1045	474	235	1754	

Percentages are based on the number of cases

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

10b. A risk assessment specifically devoted to physical strain						Total
		Yes	No	Don't know		
Yes	%	32%	25%	13%	27%	
It has been carried out, but not reviewed	%	12%	14%	6%	12%	
We are carrying one out at the moment	%	8%	4%	5%	7%	
No	%	42%	49%	56%	46%	
Don't know	%	6%	7%	20%	9%	
Total	%	100%	100%	100%	100%	
	Unw. count	1223	349	208	1780	

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated? a. Risks of psychological work strain/ work stress/work pressure

		10b. A risk assessment specifically devoted to physical strain			Total
		Yes	No	Don't know	
They are not investigated	%	40%	47%	36%	41%
At the commencement of employment	%	14%	9%	8%	11%
At regular intervals	%	16%	14%	6%	14%
If there is a reason to do so (for example, in the event of complaints of CANS)	%	28%	24%	18%	26%
Don't know	%	6%	9%	33%	11%
Total	%	100%	100%	100%	100%
	Unw. count	1206	344	204	1754

Percentages are based on the number of cases

50. Has your company carried out a Risk Assessment and Evaluation of working conditions and has it been reviewed by a certified Occupational Health and Safety Service?

		11b. A risk assessment specifically devoted to mental strain			Total
		Yes	No	Don't know	
Yes	%	34%	27%	14%	27%
It has been carried out, but not reviewed	%	14%	13%	5%	12%
We are carrying one out at the moment	%	8%	6%	5%	7%
No	%	38%	48%	57%	46%
Don't know	%	7%	6%	18%	9%
Total	%	100%	100%	100%	100%
	Unw. count	895	602	283	1780

59. To what extent are the following aspects of the workstations and working routines of individual employees investigated? a. Risks of psychological work strain/ work stress/work pressure

		11b. A risk assessment specifically devoted to mental strain			Total
		Yes	No	Don't know	
They are not investigated	%	43%	55%	40%	47%
At the commencement of employment	%	16%	9%	6%	11%
At regular intervals	%	15%	10%	5%	11%
If there is a reason to do so (for example, in the event of complaints of CANS)	%	22%	22%	24%	22%
Don't know	%	9%	6%	27%	12%
Total	%	100%	100%	100%	100%
	Unw. count	882	594	278	1754

Percentages are based on the number of cases

31. How often do employees in your organisation work for longer than two hours without interruption at display screens (in other words, not interrupted by other activities or by breaks)?

		13b. Display screen work must be alternated with other work or interrupted by a break after a maximum of two consecutive hours			Total
		Yes	No	Don't know	
Often	%	17%	21%	26%	19%
Regularly	%	19%	20%	26%	20%
Occasionally	%	33%	31%	19%	30%
Never	%	30%	28%	26%	29%
Don't know	%	1%	1%	3%	1%
Total	%	100%	100%	100%	100%
	Unw. count	1096	487	240	1823

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		15b. Employees who are starting to work with display screens for the first time should be allowed to have an occupational health examination			Total
		Yes	No	Don't know	
Yes, before they start working at a display screen for the first time	%	11%	4%	5%	6%
Yes, at regular intervals	%	17%	10%	6%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	32%	27%	16%	26%
No	%	35%	49%	59%	47%
Don't know	%	14%	13%	16%	14%
Total	%	100%	100%	100%	100%
	Unw. count	646	952	314	1912

Gepercenteerd op aantal respondenten

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		16b. Employees should be allowed to have occupational health examinations at regular intervals			Total
		Yes	No	Don't know	
Yes, before they start working at a display screen for the first time	%	8%	4%	5%	6%
Yes, at regular intervals	%	15%	9%	5%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	34%	22%	16%	26%
No	%	36%	57%	57%	47%
Don't know	%	13%	11%	20%	14%
Total	%	100%	100%	100%	100%
	Unw. count	1120	509	283	1912

Percentages are based on the number of cases

70. Are the employees in your company given the opportunity to have an occupational health examination or other appropriate examination for their eyes and eyesight? (more than one answer is possible)

		17b. Employees who display symptoms of an eye disorder that may be related to display screen work should be allowed to have an occupational health examination			Total
		Yes	No	Don't know	
Yes, before they start working at a display screen for the first time	%	7%	4%	5%	6%
Yes, at regular intervals	%	12%	13%	4%	11%
Yes, if an employee has problems with his or her eyesight as a result of display screen work	%	30%	24%	13%	26%
No	%	41%	57%	59%	47%
Don't know	%	14%	6%	20%	14%
Total	%	100%	100%	100%	100%
	Unw. count	1378	306	228	1912

Percentages are based on the number of cases

71. If the results of the occupational health examination or other appropriate examination require it, is the employee concerned given the opportunity to undergo an ophthalmological examination (by an ophthalmologist)?

		18b. Employees should be allowed to have an ophthalmological examination (an examination by an ophthalmologist) if the circumstances warrant it			Total
		Yes	No	Don't know	
Yes	%	56%	34%	27%	45%
Sometimes	%	7%	9%	8%	8%
No	%	13%	41%	37%	24%
Don't know	%	24%	17%	28%	23%
Total	%	100%	100%	100%	100%
	Unw. count	1091	391	265	1747

72. If the results of the occupational health medical examination or other appropriate examination show they are necessary and normal corrective appliances cannot be used, is the employee concerned provided with corrective appliances for their eyes specifically for the work concerned?

		19b. Employees should be provided with corrective appliances for their eyes if it is necessary and the normal corrective appliances are inadequate			Total
		Yes	No	Don't know	
Yes	%	42%	14%	15%	25%
Sometimes	%	12%	9%	4%	9%
No	%	24%	51%	37%	38%
Don't know	%	23%	27%	43%	28%
Total	%	100%	100%	100%	100%
	Unw. count	777	710	260	1747

66. Does your company have an employee participation body (for example, a Works Council or staff representative body)?

		21b. Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work			Total
		Yes	No	Don't know	
Yes	%	21%	14%	10%	16%
No	%	77%	84%	82%	81%
Don't know	%	2%	2%	9%	3%
Total	%	100%	100%	100%	100%
	Unw. count	955	521	275	1751

67. Does this body also concern itself with working conditions relating to display screen work?

		21b. Employees (and/or their representatives) must be consulted and have a say in the organisation's policy concerning display screen work			Total
		Yes	No	Don't know	
Yes	%	29%	23%	31%	28%
Yes, but not much	%	33%	39%	18%	33%
No	%	27%	20%	44%	27%
Don't know	%	10%	18%	6%	12%
Total	%	100%	100%	100%	100%
	Unw. count	556	225	80	861

40. Are employees in your company given information about how to prevent the health risks associated with display screen work?

		22b. Employees should be given information and training concerning the risks of display screen work			Total
		Yes	No	Don't know	
Yes	%	30%	18%	17%	25%
Some	%	25%	23%	29%	25%
No	%	43%	56%	43%	46%
Don't know	%	2%	3%	12%	4%
Total	%	100%	100%	100%	100%
	Unw. count	1213	340	248	1801

41. Have employees in your company been given instructions on how to arrange their workstation in such a way as to avoid health problems? This refers to information on aspects such as the proper height of the desk and the chair and the distance they should sit from the screen and keyboard.

		22b. Employees should be given information and training concerning the risks of display screen work			Total
		Yes	No	Don't know	
Yes	%	40%	33%	28%	36%
Some	%	26%	23%	23%	25%
No	%	32%	41%	39%	36%
Don't know	%	2%	3%	9%	4%
Total	%	100%	100%	100%	100%
	Unw. count	1212	340	248	1800

42. Have the employees in your company received information about how they can reduce the health risks associated with display screen work (for example by taking breaks, doing exercises, installing special software)?

		22b. Employees should be given information and training concerning the risks of display screen work			Total
		Yes	No	Don't know	
Yes	%	35%	31%	29%	33%
Some	%	28%	18%	23%	24%
No	%	36%	47%	39%	39%
Don't know	%	2%	4%	10%	4%
Total	%	100%	100%	100%	100%
	Unw. count	1212	340	248	1800

65. Does your company provide employees who work at home with a good workstation for their home if they do not already have one?

		23b. Employers should provide a good workstation for employees who work at home if they don't already have one			Total
		Yes	No	Don't know	
Yes	%	29%	40%	35%	36%
Sometimes	%	29%	10%	22%	18%
No	%	34%	48%	40%	42%
Don't know	%	8%	1%	3%	4%
Total	%	100%	100%	100%	100%
	Unw. count	190	200	55	445

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