Annex 2

INSTRUCTIONS FOR FILLING IN THE QUESTIONNAIRE ON ACCIDENTS AT WORK NAD-01 ONE-OFF

The Questionnaire on Accidents at Work NAD-01 is to be filled in for all residents aged 15 and older, participating in the Labour Force Survey in II quarter 2007.

The questionnaire is comprised of 3 parts:

In Part I of the questionnaire, the impact of work-related stress, hazardous working conditions, vibration, noise and other factors on the respondent's mental well-being and physical health is analysed.

In Part II (questions 113-117), questions concerning the most recent accidents at work are presented.

In Part III (questions 118-124), questions concerning illnesses, occupational diseases, caused by working conditions, are presented.

PART I. FACTORS AT WORK THAT CAN ADVERSELY AFFECT MENTAL WELL-BEING OR PHYSICAL HEALTH

The questions of Part I of the questionnaire are to be answered by all respondents working during the period on the survey.

Question 109. At your workplace, are you exposed to the following factors that can adversely affect your mental well-being?

Work, workplace means not only the place where the person works, or should be working, according to the labour contract, or performs public administration functions, but also the place, where the person performs the main work (e.g. for agricultural workers – field, fire-fighters – site of the fire, forest workers – forest, etc). While working at his workplace, the employee may encounter the following factors:

Harassment or bullying refer to disrespectful behaviour, when there is an attempt to offend a person or person's dignity on the grounds of sex or age and the striving to create deterrent, hostile, humiliating or offensive environment. Harassment is considered to be a major violation of the law. Human dignity is protected by the law. It is forbidden to torture, injure a person, offend his dignity, behave in a cruel way.

The concept of **violence or threat of violence** covers insult, threatening, physical or psychological aggression directed towards a working person, which can endanger his health, safety or well-being. Persons committing acts of violence are not necessarily the employees of the enterprise, i.e. these may be users or clients. Violence may also be of racial or sexual nature. Violence may manifest itself through aggressive or threatening actions, such as unmannerly conduct, physical or verbal aggression, attack, aiming to injure a person. Quite a number of employees suffered from threatening and insult or other forms of psychological aggression both in the workplace and outside of it. The highest risk of violence is in retail trade enterprises and the service sector, namely health care, transport, catering, finance and educational enterprises and institutions. Contacts with clients increase the risk of violence.

Overload of work causes stress and negatively influences psychical health. Stress is one of the most widespread work-related health problems. Stress at work is usually induced by unreasonably high requirements for performed work, controlling, threatening, even violence at work. Too high speed of work, many ever-changing and unpredictable circumstances, disharmonious relations within the group, workload exceeding realistic possibilities, etc. – all these factors induce physical or mental employee's burnout, which influence the

quality of his work.

When answering this question, the respondent has to consider the options carefully and select only one factor.

Question 110. At your workplace, are you directly exposed to the following factors that can adversely affect your **physical health**?

The aim of this question is to figure out respondent's working conditions, whereas long-term work in the hazardous environment causes occupational diseases. In the question, the stress is put on the workplace, working conditions influencing respondent's physical health.

Answer 1 "mainly to chemicals, dust, fumes, smoke or gases" is marked for those respondents who work in harmful working conditions.

Answer 2 "mainly to noise or vibration" is marked when noise or vibration at the workplace exceed allowable hygienic standards and adversely influence employees' health. **A list of economic activities with an increased risk of noise includes as follows: agriculture, fishery and forestry, industry, transport and communication, construction.** Teachers working in educational institutions and childcare specialists working in pre-school education institutions due to noise have to raise their voice, which directly affects their health.

Answer 3 "mainly to difficult work postures, work movements or handling of heavy loads" means working in an uncomfortable position as well as lifting, carrying heavy weights, etc. may be a reason for an occupational disease.

Answer 4 "mainly to risk of accident" – unsafe working conditions, when there is a threat of an accident.

PART II. ACCIDENTS AT WORK ENCOUNTERED BY PERSONS HAVING WORKED IN THE PAST 12 MONTHS

These questions are to be answered only by those respondents who have worked in the past 12 months. In case the respondent does not work in the period of the survey, but had done some occasional, temporary or seasonal work based on a verbal agreement during the least year, he has to answer the questions of this part. A 12-month period is counted down starting from the date of the interview, i.e. if the respondent is interviewed on 10 April 2007, it will cover a period up to 10 April 2006.

Question 113. Did you have any accident resulting in injury at work or in the course of work during the past 12 months? (accidents on the way to / from work / home are excluded)

Accident at work means an incident that has resulted in an injury to an employee.

In this questionnaire, in contradistinction to the legislation of the Republic of Lithuania, an accident that happened on the way to (from) work or home, e.g. during a lunch break, is not considered to be an accident. Accidents at home, off-the-job traffic and other road accidents are not considered to be accidents. Occupational diseases are not considered to be accidents as well.

The cases when an accident happens on the way, e.g. on a doctor's way to a patient, inspector's – to the place to be inspected, etc., **should also be marked as accidents.** Whereas not all people who have encountered an accident at work consult a doctor and their traumas are not reflected by administrative data, the number of accidents at work based on the survey data differs from the official figures.

Question 114. How many accidents at work did you have during the past 12 months?

All accidents, which happened during a year, are indicated.

Question 115. A place where the most recent accident happened is to be indicated.

"Road traffic accident" – road traffic accidents are related not only to those persons whose workplace is on public roads, e.g. truck or bus drivers, but also to those persons who due to a particular character of work often or sometimes travel on public roads. Such activities cover repair, commercial or other service activities, carried out in the client's premises. They also cover car accidents, e.g. if a manager who often goes to working meetings taking place outside the office meets with an accident. Such an accident will be considered to be an accident at work even if the accident happens at his or client's enterprise, other enterprise or institution. They also cover accidents, which happened on parking lots, on the roads located within the territory of the enterprise.

"Accident at the workplace" is defined as a "concrete incident during working hours, causing a physical or psychical trauma". This category covers acute poisoning and deliberate acts of other persons, as well as incidents happening during working hours. In case an accident with a lifting truck happened within the territory of the enterprise, the accident is considered to be an accident at the workplace.

Question 116. The job where the most recent accident happened.

"Main current (first) job" – a job, where the respondent works for the most part of his working hours.

"Second current job" – other additional job, i.e. after the main job.

"Last job" – a job where the currently unemployed person had the accident.

"Job one year ago" – marked for those persons who cannot indicate the time and place of the accident.

"Some other job" – marked in case the accident happened while doing some other work (housework, agricultural work, etc.).

Question 117. Going back to work after the most recent accident – the number of calendar days on which the employee who encountered the accident could not work is to be indicated. Calendar days cover Saturdays, Sundays and bank holidays.

PART III. WORK-RELATED HEALTH PROBLEMS SUFFERED DURING THE PAST 12 MONTHS

Questions of Part III are to be answered by all currently working persons and those who had worked before, who were sick during the past 12 months. The purpose of these questions is to figure out whether the work, working conditions influenced the respondent's health.

In **question 120**, the number of illnesses suffered by the respondent over the past year has to be indicated.

In **question 121,** only one – the most serious – illness, caused by work, or in case the state of health worsened due to work, has to be marked.

Question 122. "Does this illness limit your ability to carry out normal day-to-day activities either at work or outside work?"

When answering this question, the respondent has to consider carefully whether his day-to-day activities are limited considerably or just to some extent.

Question 123. Number of calendar days off work during the past 12 months due to the most serious complaint caused or made worse by work.

When answering this question, the respondent has to indicate all calendar days, i.e. including Saturdays, Sundays and bank holidays, when he was ill and did not work. For those respondents who have not worked recently – retired persons, women on childcare leave, etc., answer 0 is to be marked: “The person was not working during the past 12 month, but for reasons not related to a complaint caused or made worse by work (e.g. normal retirement)”.

In **Question 124**, the job that caused or made worse the most serious complaint has to be indicated (only one answer is to be marked).

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