



## Programme for improving working life in Finnish local and county government



Programme for Sustainable Growth and Jobs

Leverage from  
the EU  
2014–2020

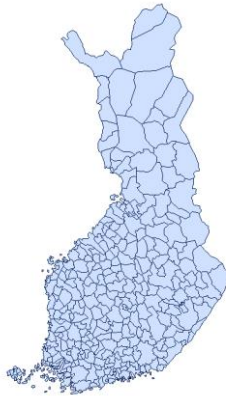


**The programme is implemented by the principal  
negotiating organisations for local government  
sector:**

- KT Local Government Employers
- Negotiation Organisation for Public Sector Professionals (JUKO)
- Association of Educated Municipal Care Personnel (KoHo)
- Union of Local-Government Employees.
  
- A new way of working together
- Based on collective agreement
- Co-financing 25 %

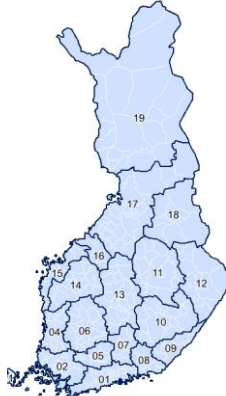
## Municipalities and counties in Finland (2017)

311 municipalities,  
+ 16 in Åland Islands.  
117 joint municipal  
authorities



Kuntarajat CIMIL 2017

18 counties  
(+ Åland Islands)



- ✓ Strong self-government based on local democracy and decision-making
- ✓ Wide range of functions:
  - Social welfare
  - Health care
  - Education and culture
  - Technical services
- ✓ Total expenditure 45 billion € (2017)
  - 44% social welfare and health care
  - 150 health centres
  - Hospitals provide 95% of all specialist medical care
- ✓ 422 000 employees (2015), 20% of the workforce
- ✓ Population 5,5 million in Finland

3

29.5.2018

## Guidelines for the programme 1



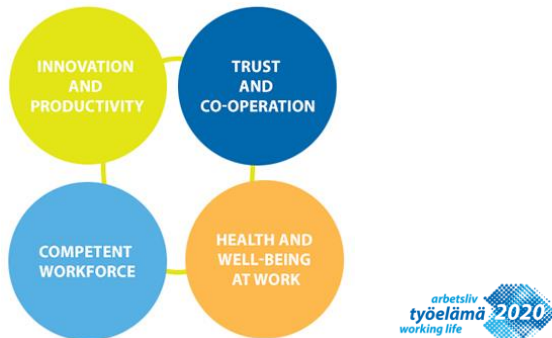
- To promote long-term improvement of productivity, performance and quality of working life
- Organization based development
- Nationwide
- Co-operative development: staff and management develop working life together



## Guidelines for the programme 2



- ❖ To make Finnish working life the best in Europe in the municipal sector
- ❖ National Working Life Development Strategy to 2020



## Goals of the programme

1. To disseminate information about working life development
2. To share best practices
3. To improve development skills
4. To support and to enhance working life development
5. To create networks
6. To produce breakthrough innovations of working life development

## Forum of sharing best practices:

[www.kunteko.fi](http://www.kunteko.fi)

The screenshot shows the Kunteko website with several search filters and annotations:

- How to search?** (Yellow box at the top left)
- 1 Katso mitä omassa kunnassasi tai muissa kunnissa kehitetään:** (Step 1: Look at what is being developed in your own municipality or in other municipalities)
- By the name of the municipality** (Yellow box pointing to the search bar)
- 2 Katso klikkaamalla mitä eri toimialoilla kehitetään:** (Step 2: Look by clicking on what is being developed in different sectors)
- By sector:**
  - education
  - social and health care
  - Infrastructure
  - etc
- 256 practices** (Yellow box in the center)
- 3 Selaa kehittämistekoja teemoittain:** (Step 3: Browse development practices by theme)
- By theme:**
  - Health and well-being at work etc.
- 4 Selaa asiakasryhmiä:** (Step 4: Browse client groups)
- By client:**
  - Children and families
  - Immigrants
  - The elderly etc.

## Sharing of best practices: *Work environment in health care* **TOP 12**



1. Ergonomic work practices - how to put them into practice
2. Safety Management at work in elderly care
3. Ergonomic patient handling card and it's influence on well-being at work
4. Development of work ergonomic in nursing of obese patients
5. Employees as developers of elderly care
6. Ergonomics guidance for students
7. How to make the bed while sitting on a saddle chair
8. Tool for checking the work environment
9. Ergonomics at everyday work
10. Ergonomics work network in health care district
11. Ergonomics work network in Northern Finland
12. The support of physical functioning in rehabilitative homecare

## More examples of best practices: well-being at work



### City of Lahti

- Improvement of well-being at work by co-operative learning

### The Hospital District of Satakunta

- Good Work! - development programme for well-being at work

### Municipality of Ii

- Ii - Great Place to Work - development programme for well-being at work

### City of Riihimäki, social and welfare sector

- Guidelines and tools how to discuss well-being at work

2015

## Communications by Kunteko

[www.kunteko.fi](http://www.kunteko.fi) – statistics 2015-4/2018

- 260 000 viewers, 50 000 users
- 31 newsletters
- 2 publications
- 20 articles of working life development

Good  
reputation

Kunteko is  
well known



[@kunteko2020](https://www.facebook.com/kunteko2020)

712 followers  
879 publications



[@kunteko2020](https://twitter.com/kunteko2020)

2400 followers  
2100 tweets

YouTube

[KunTeko 2020](https://www.youtube.com/KunTeko2020)

11 videos  
2000 viewers

## Services provided for workplaces

- 1 Half day development workshops
- 2 1-2 day coaching
- 3 Specific networks
- 4 3 day workshops to promote culture of experimentations
- 5 3-day training for staff responsible for development
- 6 Learning networks with stakeholders

## Themes for development

### Specific networks

- What is LEAN?
- Service Design
- Employee driven productivity development

### Learning networks

- Family friendly work
- Ergonomics in health care
- Management in organizational changes
- Age Management

### Coaching

- Improvement of working culture
- Strategic planning and putting strategy into practice
- Co-operation of work units
- How to manage well-being at work?
- How to motivate staff and managers to develop their work?
- Service design with staff and customers

## Coaching Municipality of Laukaa, elderly care



- 2 days of coaching
  - *How do we do our work in our organization?*
  - *New ways of working in changing world*
  - *Better services for clients*
  - *How could I develop my own work and our work together with my colleagues?*
  - *How do we create a culture of experimentations?*



Feedback from coaching excellent

Participants: staff and management

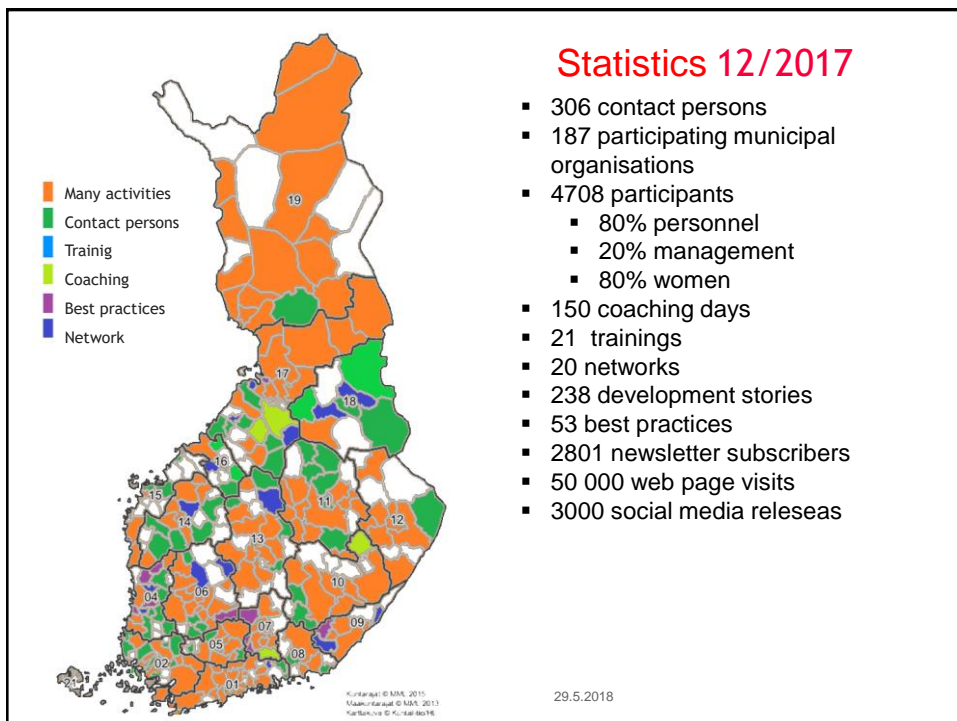
Municipality spends 14 million euros for elderly care services in a year

## How to participate in Kunteko?



1. To share best practices on the website
2. To subscribe newsletter and follow-up what is happening
3. To apply for coaching, training and workshops
4. To attend webinars, seminars and events
5. To discuss and to disseminate information about Kunteko-programme and working life development at workplace







## Key messages to success

- Trust and commitment between the parties
- Commitment to long term development
- Organization based development
- Communications and making best practices visible
- Co-operative development
- Easy ways to participate

*"...solutions can not be found in the bureaucratic way to operate, but by fully implementing the competence of the entire municipal workforce: everyone is a developer" Mayor Päivi Rahkonen, Municipality of Hollola*

*"We are here to develop our work and to create future jobs for ourselves"  
An employee participating in training, City of Jämsä, catering and cleaning services*



## Thank you

Program Manager Anna-Mari Jaanu  
[Anna-mari.jaanu@kt.fi](mailto:Anna-mari.jaanu@kt.fi)



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