

”IT Safety Inspections” and Digital Work Environment

”Computer rage refers to negative psychological responses towards a computer due to heightened anger or frustration. Examples of computer rage include cursing or yelling at a computer, slamming or throwing keyboards and mice, and assaulting the computer or monitor with an object or weapon.”

-Wikipedia

British survey:

- ▶ 50% of all computer users have been angry with their computer
- ▶ More than 25% are having problems with their computer at least once a week
- ▶ 70% have been cursing at their computer
- ▶ 30% have attacked their computer physically
- ▶ More than 50% of sick absence in UK is related to stress at work

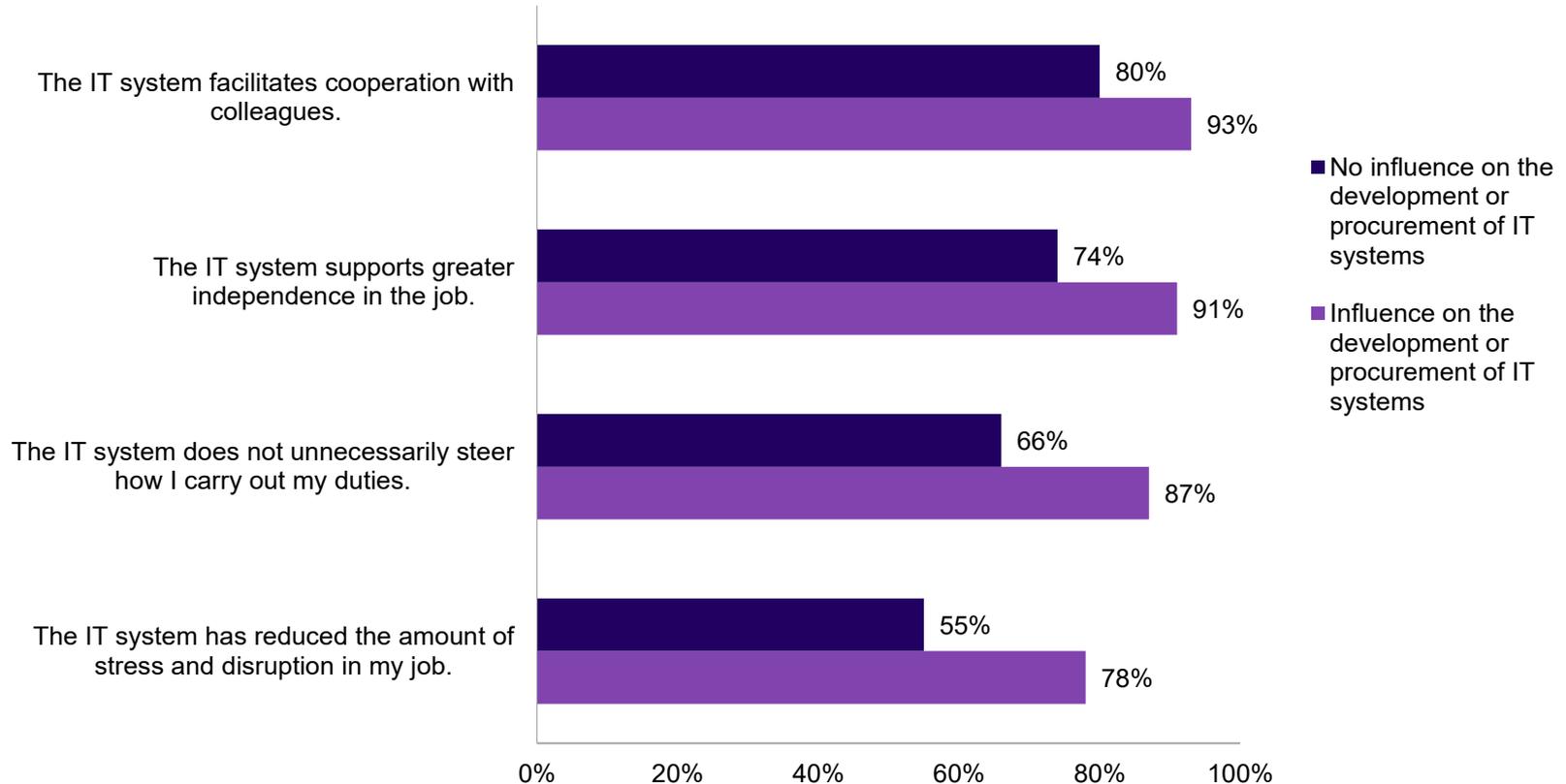
Digital Work Environment



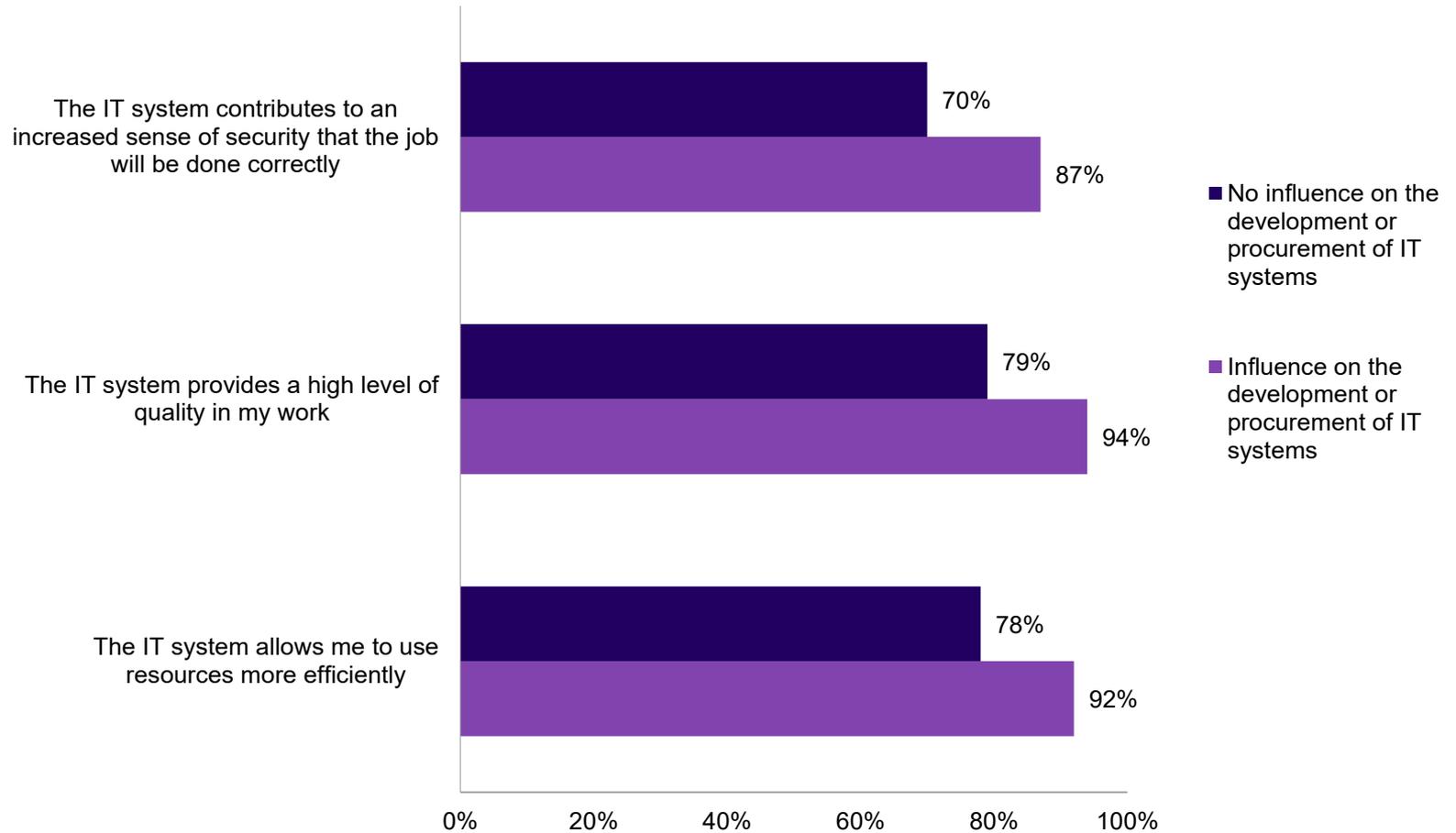
- ▶ 78% of all Swedish workers use a computer for their work
- ▶ 45% use computer more than half of their working time
- ▶ 20% use computer their entire working time

(2013, other digital devices not included)

Percentage that agree with the statement regarding the IT system's impact on their work, broken down into those who have, or have not, been able to influence the development or procurement of IT systems



The percentage who, depending on experienced influence on the development or procurement of IT systems, agree with the statements regarding the contribution of IT to quality, security and efficiency



The Swedish context

Who we are:

- ▶ Swedish trade union
- ▶ 196.000 members
- ▶ 4 000 different white collar professions
- ▶ Local municipalities, regions, religious communities, profit and non-profit organisations connected to welfare sector

Industrial Relations:

- ▶ Overall Union Density 69%
- ▶ Density in Public Sector 79%
 - ▶ Blue collar 72%
 - ▶ White collar 82%
- ▶ Density of Employers' Organisations 88%
 - ▶ Private sector 82%
 - ▶ Public sector 100%
- ▶ Collective agreement coverage 90%

Framework in legislation and central collective agreements

More specified standards: Decrees by Work Environment Authority and/or in local collective agreements

**Implementation and inspection:
Mainly at workplace level**

How is it done?

Before implementing new IT system

- ▶ Focus on usability
- ▶ Influence development or procurement
- ▶ Will new IT system steer how we work?
- ▶ What are the actual needs? How can we make the system respond to what we need?

Existing IT systems

- ▶ Mapping: How many? How do they interact?
- ▶ Involve IT developer? Procurement manager?
- ▶ Concrete problems to use the systems?
- ▶ Sufficient training?
- ▶ Routines when errors/crashes occurs?
- ▶ System for assessment and follow up?

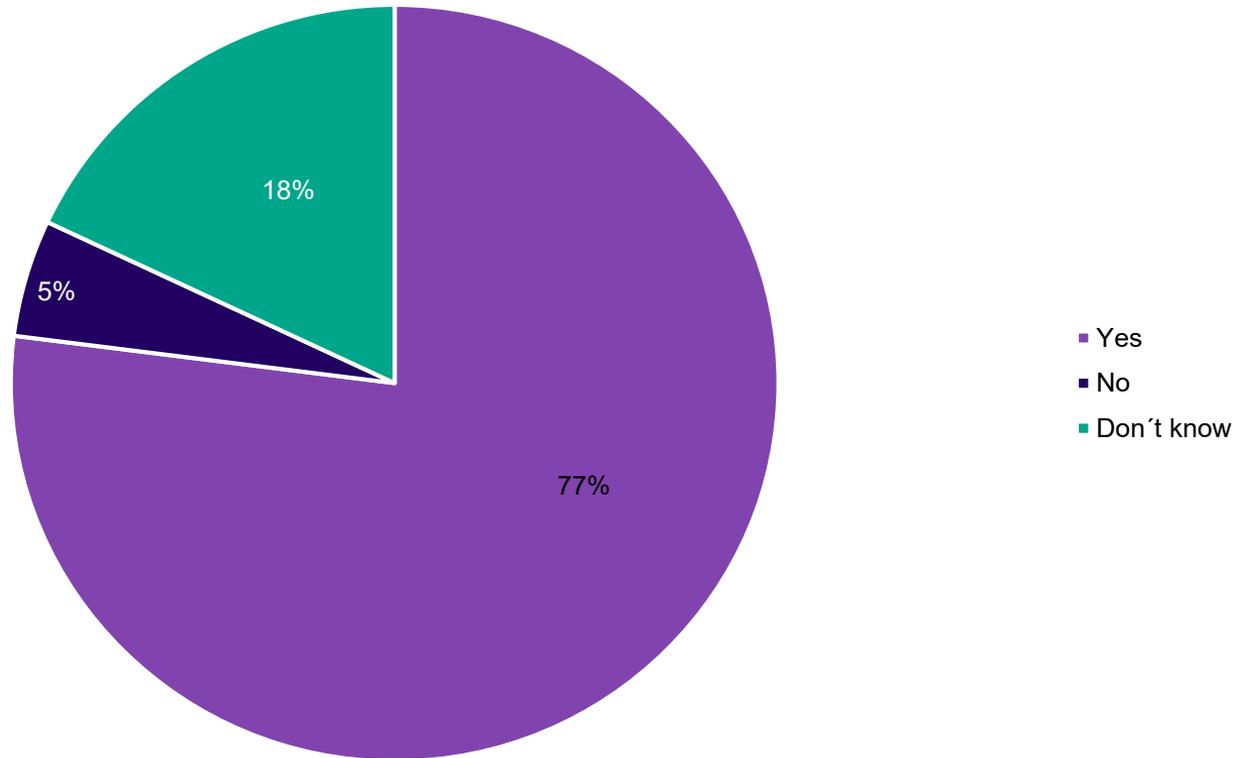
Social dialogue

- ▶ Consensus between unions and SALAR (employers' organisation) at national level.
- ▶ Further implementation and information needed at workplace level
 - 17% of workplaces have conducted IT Safety Inspections or plan to (2017)
 - Sunt Arbetsliv will provide tools and information

(Sunt Arbetsliv = "Healthy worklife" = organisation formed by unions and employers in local and regional sectors to promote a good work environment)

- ▶ Hopefully to commence next year: Pilot Project - University course "Digitalisation, work environment and productivity" in cooperation between Vision, SALAR and Royal Institute of Technology
 - Competence development for Safety representatives, HR Management, IT Management

Did following up safety inspections give results in the form of improvements or action plans in preparation for the next update or procurement process?



Thank you

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- ▶ Report and folder:
www.vision.se/digitalworkenvironment

Let IT disruption show you the way

This is how to implement an IT safety inspection
to improve your digital work environment

vision.se/arbetsmiljo

