

December 2020

WORKFORCE SEGMENTATION AND INSIGHT PROGRAMME

Topline results

WorkSafe's Workforce Segmentation and Insights Programme (WSIP) was conducted during 2019. The survey recruited 3838 employers (including 112 self-employed persons) and 4196 workers across all industries.

The WSIP provides a quantified model of New Zealand's health and safety at work cultural maturity, through the use of the Kantar Public behaviour web model, and will allow WorkSafe to track improvements in workplace health and safety culture and performance over time. The research measures both:

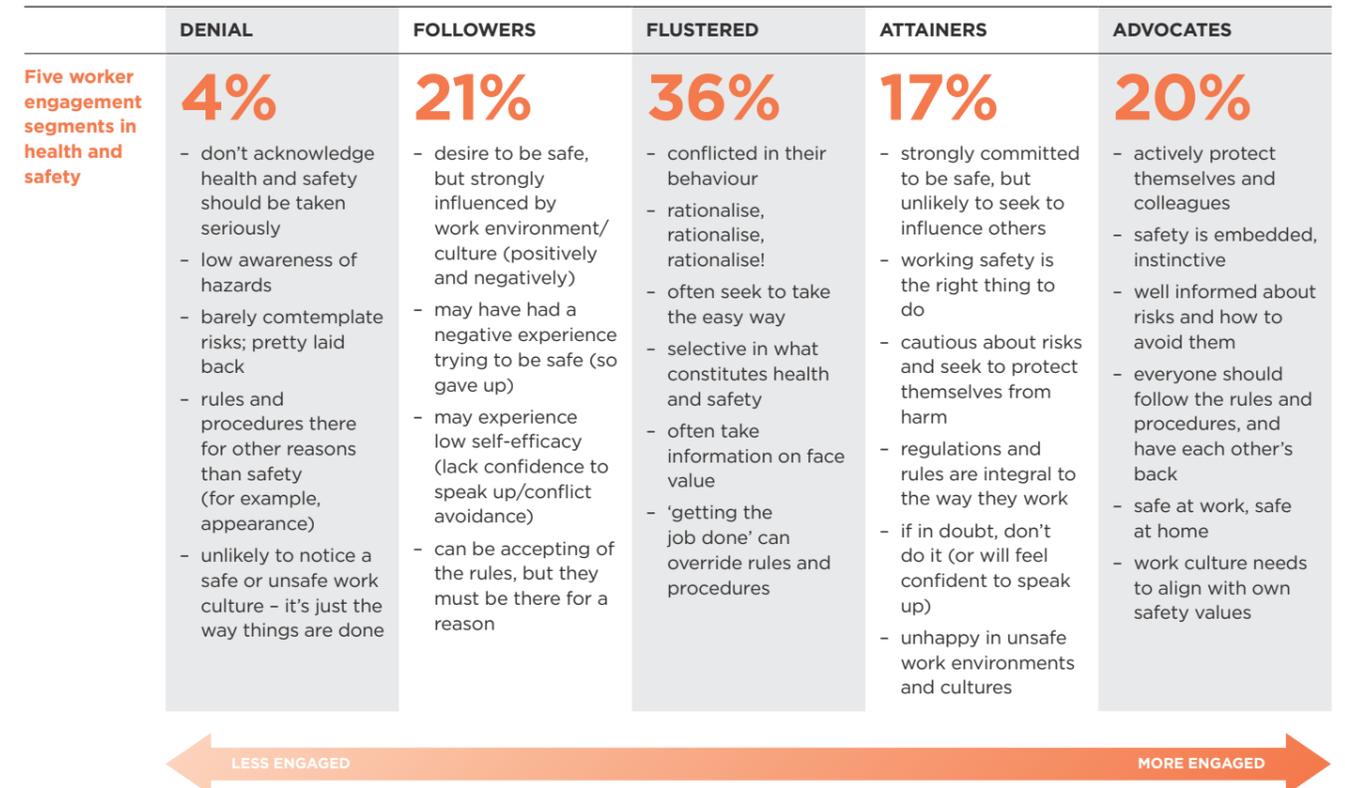
- employer perspectives on workplace culture to understand the contextual barriers that workers face in staying healthy and safe, and
- workers' own engagement with health and safety practices.

Workplace safety culture

Workplace safety culture is a combination of both employers' involvement and workers' engagement in health and safety.



The survey showed some 48% of employers stated that health and safety at work was one of their top three considerations at work. Workers were statistically less likely to rate keeping healthy and safe as one of their top considerations at work (35%). For New Zealand workers, the three most important things at work were **having a good work/life balance** (67%), **having a regular income** (60%) and **enjoying my work** (55%). Forestry workers and employers reported the highest proportions of keeping safe and healthy at work as a top priority (reported by 67% of workers and 80% of employers). Workers' views about keeping safe and healthy while at work were not strongly associated with demographic characteristics such as age, gender, ethnicity, migrant status or length of time in the industry. However, large employers were somewhat more likely to report health and safety as among their top three priorities at work compared to small employers.



Employer attitudes towards safety

53%	had a 'mature' attitude (care for others/protect me or mine) with 82% of these employers stating that they had a strong safety culture where each person was always watching out for everyone's health and safety.	Health care and social assistance and Forestry were the two industries with the largest proportions of mature safety culture businesses, where everyone was always watching out for each other's health and safety. A total of 78% of all employers stated that their workers who acted safely received positive recognition – and 64% of all workers said they were acknowledged for it. Forestry employers reported the highest rate of 'positive recognition' of all industries (84%).
83%	stated that they were fully aware of their health and safety obligations.	Some 42% of all employers stated they had formal health and safety training for <i>at least half</i> of their workers, while 33% of all workers said this occurred.
92%	reported that they understood how to comply with these health and safety obligations.	

Worker engagement in safety

70%	of workers reported they had a say in decisions that affect their health and safety (74% of employers said this occurs).	Forestry workers reported the highest rate of having a say in decisions that affected their health and safety (91%), followed by agriculture, electrical and gas workers (86%).
38%	of workers were either 'advocates' or 'attainers' when it came to safety engagement.	Forestry workers also reported the highest rate of being 'advocates' or 'attainers' when it came to safety engagement (64%).
87%	were confident they had the right knowledge and skills to keep safe at work.	Some 77% of all New Zealand workers thought that their boss would support them if they suggested stopping work because of a potential hazard.
84%	reported having the confidence to speak up and say no, if asked to do something risky at work.	And 82% of all workers were confident in their knowledge and ability to avoid long-term health problems from work.
78%	believed their boss would take seriously, and act appropriately, on any concern they raised about health and safety at work.	

Physical harm or injury (last 12 months)

18%	of workers reported experiencing 'serious physical harm or injury' on the job.	Among WorkSafe's higher risk sectors, construction workers reported some of the highest numbers of serious injuries (nearly 4 in 10 workers).
34%	of workers reported experiencing 'non-serious physical harm or injury' at work.	Industries with higher rates of non-serious physical harms in the last 12 months included accommodation and food services (46%) and construction (42%).
20%	of workers reported suffering work-related sprains, strains or dislocations.	Industries with higher rates of self-reported sprains, strains and dislocations included wholesale trade (30%) and construction (28%). Financial and insurance services workers were least likely to report experiencing both serious and non-serious physical harms.

Psychological harm (last 12 months)

60%	of workers reported suffering from work-related stress.	Mental health was a significant concern among New Zealand workers, however there was a large gap in perceptions about this health problem between workers and employers. While 60% of workers said they experienced work-related stress in the last 12 months, 40% of employers reported that their workers were negatively affected by work-related stress. And while 51% of workers stated they experienced work-related anxiety in the last 12 months, 38% of employers said their staff suffered from this. Meanwhile, 15% of workers said they had been bullied or harassed at work, while employers stated this figure as being 7%.
35%	of workers stated they experienced work-related depression or anxiety.	
15%	of workers reported they had been bullied or harassed at work.	Health care and social assistance workers reported the highest frequency of work-related stress of any New Zealand sector (66%).

Workplace exposures

56%	of workers said they were exposed to physical hazards at work.	Physical risks commonly reported by workers were loud noise (38%) and extremes of hot or cold temperature (35%).
34%	of workers said they were exposed to organisational hazards at work. ¹	Among organisational hazards, the most prevalent exposures were working nightshifts and using tools that vibrate (26% for each).
44%	of workers said they were exposed to chemical hazards at work.	Diesel was the most common chemical exposure mentioned by workers (14%).

Safety practices

69%	of workers said they used personal protective equipment when it should be used 'always' or 'most of the time'.	There were some statistically significant gaps when it came to workers' and employers' perceptions of health and safety practices at work.
65%	of workers stated that machinery or equipment was used as instructed in the manual 'always' or 'most of the time'.	While 86% of employers said they acted straight away when a potential hazard was identified 'always' or 'most of the time', 79% of workers agreed that this happened. While 74% of employers said machinery or equipment was well maintained 'always' or 'most of the time', 68% of workers agreed this was the case. Where 67% of employers said that their machinery or equipment was fully checked before use, 62% of workers agreed this happened 'always' or 'most of the time'.
60%	of workers said measures to prevent harm from awkward or repetitive body movement, or long periods of standing or sitting were in place 'always' or 'most of the time'.	

¹ Organisational hazards are hazards which cause stress in the short term and strain in the long term. Workplace organisation and practices hazards include lack of administrative policies and procedures on moving and handling tasks; equipment maintenance; staff levels (shift works, work capacity, task repetition); extended workdays (long work hours, inadequate rest break). www.acc.co.nz/assets/provider/5977f1cc56/acc6075-moving-guide-risk.pdf