International Labour Organization

SAFETY + HEALTH FOR ALL

Collecting data and measuring key performance indicators on occupational safety and health interventions

A Guidebook for implementers

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It was developed under the initiative and overall coordination of Laetitia Dumas, Senior Administrator, Labour Administration, Labour Inspection and Occupational Safety and Health (LABADMIN/OSH) Branch, ILO Governance Department. The elaboration of the guidebook was managed by Mini Thakur (Monitoring and Evaluation Specialist) with substantial contributions from Justine Tillier (Programme and Operations Officer) and Maria Munaretto (Programme and Operations Officer, Vision Zero Fund). The pilot testing of the instruments was supported by Cerilyn Pastolero and Jennifer Santos, ILO-CO Manila and Bernard Foe Andegue, ILO-CO Antananarivo, with support from Masy Andriamparanony (consultant).

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Abbreviations

CAPI	Computer-assisted personal interviews
CATI	Computer-assisted telephone interviews
ILO	International Labour Organisation
ILO-CO	ILO-Country Office
KPI	Key Performance Indicator
LABADMIN/OSH	Labour Administration, Labour Inspection and Occupational Safety and Health Branch of ILO
MNE	Multi-National Enterprise
OSH	Occupational Safety and Health
PPE	Personal Protective Equipment
TVET	Technical and Vocational Education and Training
VZF	Vision Zero Fund

Introduction

This guidebook contains instructions and information on how to collect the data required to compile key performance indicators (KPIs) for the International Labour Organization (ILO) Safety + Health for All Flagship Programme. This guidebook targets project managers and data collectors/surveyors. By following these instructions, data on these KPIs can be collected in a uniform way across all projects, sectors and countries. This is important to ensure the quality and comparability of the data and the key performance indicators.

This guidebook consists of three chapters. Chapter 1 presents general information about the ILO Safety + Health for All Flagship Programme and introduces five key performance indicators. Chapter 2 provides general guidelines that apply to all indicators. Chapter 3 is organized into five sections – one section for each indicator – which provide information on what that indicator aims to measure, and instructions for the data collection, data entry, data cleaning and data analysis.

When reading this guidebook for the first time, we recommend reading the chapters in this order. Afterwards, readers can refer back to the specific chapter or section of interest.

1.

1. Background information

1.1 Project interventions

Under the ILO's Safety + Health for All Flagship Programme, which includes the Vision Zero Fund (VZF) initiative, dedicated projects and interventions to improve the safety and health of workers worldwide are being implemented in a number of countries around the globe. The programme targets: i) hazardous sectors, with a focus on agriculture and construction; ii) small- and medium-sized enterprises; iii) global supply chains; and iv) workers with high vulnerability to occupational injuries and diseases. Specifically, the VZF implements projects focusing on global supply chains.

In order to improve the capacities of key stakeholders to address occupational safety and health (OSH) issues, project interventions notably include training activities. Key stakeholders include, in particular, staff from government institutions (labour inspectorates), workers' and employers' organizations, as well as selected groups of workers and employers/managers. Targeted workplace interventions are also supported to improve occupational health and safety.

In order to track the results of these interventions, five key performance indicators (KPIs) have been identified. The indicators focus on: i) the knowledge and attitudes of the target groups; ii) individual behavioural change within target groups; and iii) changing organizational practices. This guidebook provides **background information, instructions and guidelines for the data collection, data entry, data cleaning and data analysis for each of these five KPIs within the specific projects implemented in the framework of the Safety + Health for All Flagship Programme.**

1.2 The five key performance indicators

The five KPIs address different performance-related elements, targeting different groups involved in the projects implemented in the framework of Safety + Health for All: training participants, involved employers and workers, and other stakeholders. Each indicator has a very specific focus and target population. The five key performance indicators are:

KPI No. 1: Number and percentage of trained personnel from organizations working on OSH reporting that the training they received is useful to their work

- Organizations working on OSH include, among others, OSH Tripartite Advisory Bodies, OSH Authorities/Agencies, labour inspectorates, labour courts, OSH research institutions, OSH training centres, employers' organizations, workers' organizations, etc.

KPI No. 2: Number and percentage of employers reporting to have an improved understanding of their legal duties and responsibilities related to OSH

- Employers' legal duties and responsibilities include, among others, the duty to conduct a risk assessment, the duty to formulate a workplace OSH policy and plan, the duty to provide OSH information to workers, the duty to consult workers and enable them to participate in OSH management, the duty to provide OSH training to workers, etc.[1]

1 ILO. Support kit for developing occupational safety and health legislation, 2021. https://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---lab_admin/documents/publication/wcms_834142.pdf

KPI No. 3: Percentage of workers reporting to have an improved understanding of their rights and duties related to OSH issues

- Workers' rights and duties include, among others, the duty to take reasonable steps to protect their own safety and health and that of other persons, the duty to comply with OSH-related instructions, the duty to use safety devices and protective equipment correctly, the general right to a safe and healthy workplace, the right to information and training on OSH and to correct erroneous data on their health in relation to work, etc. [2]

KPI No. 4: Percentage of workers reporting to have benefitted from the adoption of concrete and documented actions to improve OSH

- Concrete and documented actions refer to the existence of documents that describe/systematize strategies, plans, or activities to improve OSH at the workplace level and is aimed at preventing or mitigating OSH hazards.

KPI No. 5: Number and percentage of involved stakeholders that rate engagement in programme activities as being useful to improve OSH outcomes for workers

- Stakeholders include, among others, government, workers' unions and associations, employers' organizations, training institutions, civil society, development partners, multinational enterprises, academia, private sector entities, etc.

- Engagement refers to research, training, consultation, policy discussion, developing particular tools, having a direct implementation agreement, etc.

The data collection for all five KPIs is based on short surveys conducted as part of the implementation of individual projects. Table 1.1 provides an overview of the five KPIs in terms of their focus, target population, moment of data collection, data collection method and sampling strategy.

Table 1.1 Overview of the five KPIs

Indicator	Focus	Target population	Moment of data collection	Data collection method	Sampling
KPI No. 1	Perceived usefulness of trainings	Training participants	At the end of each training	Paper-based or websurvey	All training participants
KPI No. 2	Improved under-standing of legal duties and responsi-bilities related to OSH	Employers who received training under the project	Beginning of project; Mid-term; and end of project	Websurvey (or paper-based if needed)	Random sampling
KPI No. 3	Improved under-standing of rights and duties related to OSH	Workers who received training under the project	Beginning of project; mid-term, and end of project	Paper-based survey (or websurvey if possible)	Random sampling
KPI No. 4	Benefit from adoption of concrete and documented actions to improve OSH	Workers in workplaces where project has supported actions for OSH improve-ment	Between six and 12 months after the actions	Paper-based survey (or websurvey if possible)	Stratified random sample
KPI No. 5	Perceived usefulness of engagement in project activities	Project stakeholders	Linked to project reporting (end of project, additionally annual or mid-term)	Preferably websurvey. Other methods, such as paper-based, can also be used if needed	Stratified random sample of 20 stake-holders

2 ILO. 2021.

The overall aim of the KPIs is to gather data on the impact of the interventions and actions from projects implemented under the Safety + Health for All Flagship Programme, and to compare these data across countries. For that reason, the five indicators need to be usable and relevant across a wide range of contexts. Because comparability is critical, items of the indicators should not be changed, deleted or replaced with other questions. The indicators should be assessed as they are presented here (in terms of questions, timing, target population, etc.). However, this does not withhold project teams from complementing these five key performance indicators with additional questions and to use these data separately from those collected for the KPIs. All KPIs are standalone indicators and can be assessed as such. Also, not all projects need to report on all five KPIs. Rather, they should use the indicators and tools that apply to their own project logframes.

1.3 When to use this guide

1.3.1 Who is this guide intended for?

This guidebook sets out the planning and practicalities for the data collection required to compile the five KPIs in the context of a specific project. This guidebook mostly provides information for **project managers**, as it gives the necessary guidelines, suggestions and focus points to plan the data collection within project activities and explains how to work with the collected data. This guidebook also targets **data collectors/surveyors**, providing practical guidelines and suggestions on how to proceed with the detailed planning of data collection actions, preparations, unclarities, tips and tricks.

1.3.2 Limitations of the guidebook

This guidebook provides overall background information and instructions for the implementation of the five indicators within a project. However, each project has its own specific context and conditions which might require some flexibility in adapting these general guidelines to some extent. Further this guidebook will not give an exhaustive overview of all situations that can be encountered during the data collection process, but it aims to provide the essential and broad guidelines to start collecting the data for these five KPIs.

2.

2. General guidelines

The general guidelines presented in this chapter apply for all five key performance indicators. The figure below shows the different steps that project managers and data collectors need to take and indicates who should be in charge or each step: the project manager, or the data collector.

▶ **Figure 2.1 General steps within the data collection process for the five KPIs during the project**

1.
- **Plan indicator assessment within the project plan**
- **Done by project manager/person responsible for data collection**

2.
- **Appoint responsible for data collection and data collectors**
- **Done by project manager/person responsible for data collection**

3.
- **Select data collection methods**
- **Done by project manager/person responsible for data collection**

4.
- **Practical preparations for data collection**
- **Done by person responsible for data collection/data collectors**

5.
- **Actual data collection**
- **Done by data collectors**

6.
- **Data entry**
- **Done by data collectors/data entry operators**

7.
- **Limited data cleaning**
- **Done by data collectors/data entry operators**

8.
- **Data analysis**
- **Done by project manager/person responsible for data collection**

2.1 Step 1: Plan the indicator assessment within the project workplan

The five key performance indicators are assessed at different points during project implementation. Table 2.1 gives advice on **when to schedule the data collection for each indicator**, taking into account the project duration, the planned project reporting moments, and the necessity to collect baseline data (data collected before the project starts or immediately after the project starts). It is recommended to make a detailed plan for the indicator assessment at the beginning of the project.

▶ Table 2.1 Timing and frequency of data collection for the five KPIs

Indicator	Timing of the survey (= when)	Frequency of the survey (= how often)
KPI No. 1 **Number and percentage of trained personnel from organizations working on OSH reporting that the training they have received is useful to their work**	Survey distributed and collected at the end of the (last day of the) training	One time, at the end of each training
KPI No. 2 **Number and percentage of employers reporting to have an improved understanding of their legal duties and responsibilities related to OSH**	▶ For short projects (two years or less) one survey at end of the project ▶ For long projects (up to four or five years) a survey around mid-project and one survey at the end of the project/prior to evaluation ▶ For projects running three years both options are feasible ▶ Further, a separate pre-survey can be used to measure the baseline (independently from project duration)	Depending on project duration and need for baseline data, there will be one, two or three measure-ment moments
KPI No. 3 **Percentage of workers reporting to have an improved understanding of their rights and duties related to OSH issues**	▶ For short projects (two years or less) one survey at end of the project ▶ For long projects (up to four or five years) a survey somewhere mid-project and at the end of the project, prior to the evaluation ▶ For projects running three years, both options are feasible ▶ Further, a separate pre-survey can be used to measure the baseline (independently from project duration)	Depending on project duration and need for baseline data, there will be one, two or three measure-ment moments
KPI No. 4 **Percentage of workers reporting to have benefitted from the adoption of concrete and documented actions to improve OSH**	▶ Survey distributed and collected between six and 12 months after implementation of concrete actions	Dependent on whether assessment will be conducted after implemen-tation of each single action, or if bundles of actions are also considered
KPI No. 5 **Number and percentage of involved stakeholders that rate engagement in programme activities as being useful to improve OSH outcomes for workers.**	Survey distribution linked to project reporting moments at the end of project. Survey can also be included in a mid-term or annual reporting	One time, at the end of the project. Projects with a longer duration, and a mid-term evaluation can consider assessing this indicator also mid-term

2.2 Step 2: Appoint responsible person for data collection and data collector(s) / surveyor(s)

a) Person responsible for data collection

Within project teams, a person should be appointed who will be **responsible for the data collection process for all indicators relevant to the project.** This person will be in charge of all data collection activities and can be assisted by data collector(s) or surveyor(s) where needed. The project manager can be appointed as the person responsible for the data collection process, but it can also be someone else, such as the project monitoring and evaluation officer, if the project has one.

The person responsible for data collection must i) keep the general overview over the data collection process throughout the project; ii) support the data collector(s) or surveyor(s); iii) perform quality control on the collected data and data entry forms; and iv) oversee the data cleaning.

b) Data collector(s) or surveyor(s)

Where necessary for data collection, data collector(s) or surveyor(s) can be appointed for specific parts of the indicator data collection. Data collector(s) / surveyor(s) will be given specific tasks in the data collection process and be supported in their tasks by the responsible person. Based on the assessment in Step 3, it is possible that the data collection team would have to be expanded.

For this, the following elements should be addressed:

1. Assess whether the project team has the necessary skills and availability (time) to collect the data to compile the indicators;
2. If this is not the case, the team will need to bring in external people to collect data (in some cases, this will improve the quality and neutrality of the collected data);
3. Decide on the required profile of the data collector(s) or surveyor(s), as well as their assigned tasks; and
4. train the data collectors to ensure the timing and quality of the data collection.

Box 1 below gives some suggestions on qualification requirements and tasks that can be required from a data collector or surveyor.

Box 1. Qualification requirements and tasks for data collectors or surveyors

Qualifications for a data collector or surveyor

- Mastery levels of the local languages and dialects (especially those spoken by possible respondents) and English, French or Spanish
- Skills to use the data entry forms
- Skills to organize websurveys, if needed
- Skills to collect data through the intended data collection methods

Tasks for a data collector or surveyor

- Participate in briefing or training with person responsible for data collection/project manager
- Make necessary preparations for data collection with person responsible for data collection
- Collect data for target groups and sample sizes, as required
- Report on the data collection through a logbook
- Design online questionnaire for the data collection, if applicable
- Enter data in the data entry form
- Do limited data cleaning where needed
- Debrief with the person responsible for data collection

Deliverables for a data collector or surveyor

- Online questionnaires for the indicator (if applicable), based on the tools provided in this guide
- Original data collection forms (for paper-based, CATI and CAPI when used)
- Logbook about data collection process
- Collected data provided in the designated data entry form after initial data cleaning

2.3 Step 3: Select data collection methods for each of the indicators

Each of the five KPIs can be assessed through both websurveys and paper-based surveys. Computer-assisted personal interviews (CAPI) or computer-assisted telephone interviews (CATI) can be considered if necessary (e.g. if respondents are not able to sufficiently read or write in the survey language). Table 2.2 gives an overview of the preferred data collection method for each indicator. However, the specific project conditions might require adapting this data collection method. Therefore, the person responsible for data collection should evaluate for each indicator what will be the best data collection method for the project. She/ he will also determine whether websurvey is possible, or only paper-based surveys can be used, or if there is a need – for all or a part of the respondents – to use CATI or CAPI. In some cases, a combination of data collection methods will have to be used to ensure a proper data collection. For example, some respondents under a given indicator are covered through web-based survey while some others are covered through paper-based survey, depending on their availability. However, it is recommended to use a single method of data collection for a given set of respondents to avoid data entry and data merger related complications.

▶ Table 2.2 Data collection method for each indicator

Indicator	Recommended data collection method	When respondents are not able to complete the survey by themselves
KPI No. 1	Websurvey or paper-based survey, depending on training context Provide survey directly after or at end of training	CAPI or CATI
KPI No. 2	Websurvey (or paper-based survey if needed)	CAPI or CATI
KPI No. 3	Paper-based survey or websurvey (when possible)	CAPI or CATI
KPI No. 4	Paper-based survey or websurvey (when possible)	CAPI or CATI
KPI No. 5	Websurvey (or paper-based if needed)	CAPI or CATI

Each data collection method has specific requirements and advantages and disadvantages that must be taken into consideration when deciding which data collection method to use. When data are collected using a combination of different methods, it is important to give the same instructions and use the same procedures as much as possible across the methods. Figures below provide pluses and minuses of the different data collection methods.

▶ Figure 2.2 Paper-based surveys

+	—
✓ Lower barrier to complete survey (no additional tools needed besides from the survey and a pen/pencil)	— Practical arrangements: need to determine the number of copies needed
✓ Surveyor can be present during data collection and provide some support where needed	— Requires access to printing, logistics
	— Requires arrangement with respondents/organizations on returning the completed surveys
	— Requires data entry (and creates risks of errors or data manipulation)
	— Highest risk of incorrect and incomplete responses

Figure 2.3 Websurveys

+	−
✓ Most efficient method in terms of time, resources and effort, especially at larger scale: no need for data entry, many people can be adressed with the same method	— Requires good internet connection for the surveyor and respondent
✓ Few practical arrangements: no printing, organzing collection of surveys, etc.	— Requires availbility of digital tools such as computer, smartphone, tablet
✓ No need for physical contact for data collection	— Requires the respondent to have skills with digital tools
	— Requires skills to organize web survey: programming, invitations, exporting data, follow up on responses, etc.
	— Highest risk of drop out during survey or non-response

Figure 2.4 CAPI (computer-assisted personal interviews)

+	−
✓ Reduces digital, reading and writing and language barriers at the level of the respondent	— Most time intensive and effort- intensive method
✓ Limited need of resources: only a computer for the data collector	— Requires good practical arrangements for the data collection; for each respondent an individual data collection moment needs to be organized
✓ Few practical arrangements: no printing, organizing collection of surveys, etc.	— Risk of data manipulation or influence of data collector on respondent
✓ No physical contact needed for data collection	
✓ Data collector can clarify context and help respon-dents understand the questions properly	
✓ Reduces drop out and non-response	
✓ Allows immediate data entry by data collector	

Figure 2.5 CATI (computer-assisted telephone interviews)

+	−
✓ Reduces digital, reading and writing and language barriers at the level of the respondent	— Requires good phone connection for both the surveyor and respondent
✓ Limited need of resources and travel time: only a computer for the data collector	— Time-intensive and effort intensive method
✓ Few practical arrangements: no printing, organizing collection of surveys, etc.	— Requires good practical arrangements for the data collection, for each respondent an individual data collection moment needs to be organized
✓ No physical contact needed for data collection	
✓ Data collector can clarify context and help respondents understand the questions properly	— Risk of data manipulation or influence of data collector on respondent
✓ Reduces drop out and non-response	
✓ Allows immediate data entry by data collector	

2.4 Step 4: Practical preparations for data collection

2.4.1 General preparations

- Determine the population and sample size (instructions for population and sample size are found in the indicator fiches of the KPIs in Chapter 3);
- Determine in which languages each indicator tool needs to be available; prepare for the necessary translations where needed;
- Check survey on country-specific, sector-specific or project-specific terminology and adapt where necessary. Adaptations should be limited to a minimum and should only concern language or terminology issues, but they should not change the content of the survey. For example, categories can be renamed, without changing the content of each category or removing categories or answer options. DO NOT change the order of options during translations and/or when adapting the tool to web-based methods;
- Arrangements need to be made about who will preserve the original survey forms and how long those forms will be kept.

Under each indicator, some specific questions might be especially sensitive to country-specific terminology:

- **Indicator 1, question 4: In which type of organization do you work?**
- **Indicator 4, question 5: What contract type do you have?**
- **Indicator 5, question 5: Which of the following best describes your organization?**

For these questions a terminology check is highly recommended.

a) For paper-based surveys:

- Print the required number of surveys in preferred language(s);
- Make practical arrangements on the survey distribution in each involved organization (timing, method of distribution, informing the involved respondents about the survey, etc.);
- Provide a method to return the survey which ensures anonymity of the respondents (e.g. sealed box to return the completed surveys in, closed envelopes); and
- Make arrangements to collect completed surveys in each organization.

b) For websurveys:

- Collect e-mail addresses of the sampled respondents (workers, organizations, stakeholders);
- Prepare the survey in the required language(s) in an easily accessible websurvey tool (e.g. SurveyMonkey, Google forms);
- Prepare an invitation e-mail to accompany the survey which informs and motivates the respondents to complete the survey;
- If relevant, decide on sending reminder(s) for the survey after a set period of time; and
- Make practical arrangements about the survey distribution in each organization (timing of distribution, communication, etc.).

c) For CAPI and CATI:

- Organize training for data collector/surveyor for CAPI or CATI. This can be done by the project manager/responsible staff when the survey is being directly managed by the project OR can be part of the Terms of Reference of the external team/firm hired for data collection;
- Make practical arrangements for contacting respondents and conducting the interviews;
- Plan the individual interviews; and
- Prepare way to collect data during CAPI or CATI (e.g. using the data entry file or web tool).

2.4.2 Translation check

The instruments for the five KPIs are available in English, French and Spanish. When these need to be translated into other languages, this must be done with the highest care to safeguard the initial message and intention of all the questions.

The following recommendations are given to improve the translation quality:

- Start timely with the translation process;
- Compare the translation with the initial English, French or Spanish version. Ideally this review is done by at least three persons with a perfect mastery of both the initial and translation language. If necessary, translations can be discussed together to ensure that the best translation is chosen;
- Make sure data collectors/surveyors are aware of both the initial version and translations, so they can go back to the initial version when questions arise.

2.4.3 KPI-specific preparations and guidelines

For each of the five KPIs, some specific preparations might be needed. In Chapter 3, these details are discussed for each KPI separately.

2.5 Step 5: Actual data collection

The actual data collection needs to be done in line with the instructions provided in this guidebook. Sometimes, unforeseen circumstances will require to adapt the data collection strategy or the used methodology. This can be done, but it is important to properly document these changes and the reasons for the changes.

When it is difficult to contact or motivate respondents to participate, it may be useful to work through intermediaries (e.g. workers' or employers' organization representatives).

The data collector should keep a logbook on data collection which includes the following information:

- Data collection moments (when was data collected, at what frequency);
- Significant events and incidents during the data collection;
- Possible changes during the data collection process;
- If applicable, remarks regarding the translation and languages used for the data collection;
- Remarks made by respondents during the data collections;
- Remarks of the data collector on the data collection activities;
- Response rates and non-response figures (and reasons why people do not want to participate); and
- Remarks on data entry and data cleaning done by the data collector (see Section 2.6 for more information).

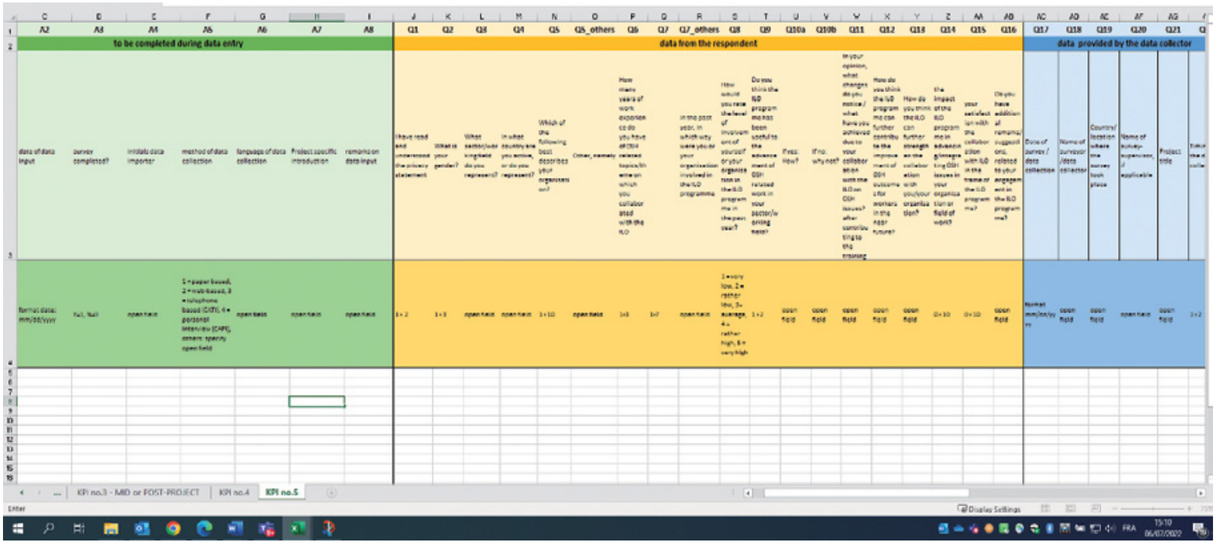
2.6 Step 6: Data entry

The data entry activities that need to be done are dependent on the data collection method. General data entry form is provided separately to project teams upon request.

These data entry forms provide an overview of the structure in which data needs to be presented for reporting back to the ILO. This is a global structure. It allows an easy merge of the data gathered from different projects and countries to do overall analysis. Therefore, some information in the data entry forms will need to be added multiple times. Please DO NOT change the structure of the data entry forms.

Figure 2.6 is a preview of the data entry form. General instructions that apply to all KPIs follow. In Chapter 3, specific data entry issues for each of the KPIs are discussed.

▶ Figure 2.6 Preview of a data entry form



The data entry forms in general consist of three parts:

Part One Data provided by the data importer:

This part captures general information on the data collection and the data entry. This information allows, on one hand, to have a link back to the original survey data (e.g. for paper-based surveys through the numbering of the surveys) and, on the other hand, to include additional information on the data entry and data collection, which might be relevant in a later phase of data cleaning at the aggregate level or when questions arise during the analysis. For one specific data collection moment, many of these elements might be identical for all respondents and can be copied for all (e.g. timing of data entry).

Part Two Data provided by the survey Step 1 respondent:

This part concerns information that is provided by the survey respondents and must be entered in the form.

Part Three Data provided by the data collector:

This part contains relevant background information linked to the responses of the respondents (e.g. training followed, project title). This information must be added by the data collector at the moment of data collection or data entry and is especially relevant for later analysis of aggregated data from different countries and projects. For one specific data collection moment, many of these elements might be identical for all respondents and can be copied for all.

a) Data entry for paper-based data collection

- After data collection, the paper surveys can be entered directly in the data entry form.
- At this point, information that needs to be provided by the data collector can be added directly in the forms.
- It is not allowed to add additional columns into the data entry form.
- Arrangements need to be made about who will preserve the original paper survey forms and how long those forms will be kept.

b) Data entry for data collection using websurvey

- In the case of websurvey data collection, the survey tool will allow to export the data during and after the data collection process.
- In some websurvey tools it might be possible to already add some data which has to be provided by the data collector (e.g. project title, training theme, etc.) directly when importing the e-mail addresses of respondents before inviting them to participate to survey.
- If this is not possible, additional information, which needs to be provided by the data collector, can be added to the data in the data entry or data cleaning phase.

c) Data entry for CAPI and CATI data collection

- There are two options for data entry for these collection methods:

  1. Data are entered directly in the data entry forms. Information that needs to be provided by the data collector can be entered immediately after the interviews. This is the fastest method, but it can be difficult to combine the survey questions with the data entry form; and

  2. Data can first be collected using a paper-based survey or a websurvey tool, which has to be created by the data collectors themselves. (see a) and b) above for recommendations on this point).

- Anonymity needs to be ensured during the data entry.
- When data are collected in a non-digital way, the original data collection documents (or recordings) need to be kept for a specific time period. Arrangements must be made about who will keep these documents and for which time period.

2.7 Step 7: Limited data cleaning

Although the main data cleaning is done on the aggregated data from different projects, some steps need to be done directly after the data collection. Ideally this is done by the data collector/surveyor who contributed to the data collection and who is aware of possible issues in this process.

- For web-based data collection and potentially for CATI and CAPI: ensure that the collected data are in the same format as the structure of the data entry forms.
- Add data which need to be provided by the data collector or at data entry where missing.
- Check for irregularities in the data, e.g. missing data. If possible, go back to the original survey forms (for paper-based, CATI, CAPI) to check and correct when needed.
- Check for language issues: translate for local dialects to English, French or Spanish.
- Check for spelling errors in open-ended answers and correct.
- Save the data in the required format(s) and ensure a back-up of the data.

2.8 Step 8: Data analysis

Only indicator-specific guidelines will be given for the data analysis.

3.

3 KPI-specific guidelines

In addition to the general guidelines explained in Chapter 2, there are specific guidelines for each of the five key performance indicators. Most of these guidelines are very specific and detailed within the context of the indicator. Chapter 3 provides indicator fiche and guidelines regarding data collection, data entry, data cleaning, data analysis and indicator compilation.

3.1 KPI No. 1: Number and percentage of trained personnel from organizations working on OSH reporting that the training they received is useful to their work

3.1.1 Indicator fiche – KPI No. 1

The first indicator is defined as follows: **Number and percentage of training participants that report that the training session they received is useful to their work**. Table 3.1, KPI No. 1 Details, presents detailed information regarding the indicator.

This indicator focuses on training activities implemented by a project. It will allow to measure their impact by assessing their perceived usefulness by participants. This indicator can be used for each type of training organized (see definition in Table 3.1), across various groups of training participants. The measurement should be done directly following the training. Data can be aggregated and reported at different moments throughout the project, e.g. annually or linked to project reporting or evaluation.

Table 3.1 also provides other detailed information such as the target population, definitions for important concepts and terminology in the KPI, information on the levels of disaggregation, sampling and data collection as well as data analysis for this KPI. Some of these elements (e.g. data collection, data analysis) will be specified further throughout this chapter.

▶ Table 3.1 KPI No. 1 — Details

Indicator name	Number and percentage of trained personnel from organizations working on OSH reporting that the training they received is useful to their work
Objective	To report on usefulness of training sessions according to participants
Definitions of terms	**Training session** Short-term training and capacity-building measures aimed at *strengthening the competences* of trainees : ▶ Online or offline (face to face) ▶ Does not include formal trainings included in formal education degrees (e.g. vocational or university degrees) **Useful to their work** The perception of participants regarding the following criteria: ▶ **Relevance:** to the work of the participant ▶ **Quality of training:** based on participants perception towards the trainer and the structure of the training (e.g. documentation received) ▶ **Improvement of knowledge:** mention of increase in knowledge regarding the topic of training ▶ **Recommendation:** likelihood that the participant would recommend the training to their peers **Intention of application:** motivation of participants to apply a minimum of the knowledge and skills explained in the training
Levels of disaggregation	**Gender:** Male, Female, Non-binary **Participants' level of experience with the subject of the training (number of years' experience):** 0–3 years, 4–7 years, over 8 years **Country:** in which trainee is working **Organization:** type of organization the participant works for **Function:** function of participant
Target population	Participants to the trainings organized by the ILO project
Sampling	Ideally **all participant**s to the training participate in the survey
Collection method	**Type:** paper-based survey or websurvey (preferred option), CATI or CAPI if necessary **Timing:** distributed and collected at the end of the training **Anonymity:** can be ensured using e.g. closed envelopes and/or collection box, or using digital format, privacy statement **Frequency:** continuously, at the end of each training
Data analysis, aggregation,	**Usefulness score:** constructed using the average value, score between 1 and 5. Higher score implies higher usefulness of the training **Aggregate numbers:** can be constructed annually or linked to project reporting, or after each training session or thematically by type of training session **Anonymity:** can be ensured using e.g. closed envelopes and/or collection box, or using digital format, privacy statement **Usefulness:** cut-off: average score of **three or higher**

3.1.2 Survey questionnaire for KPI Indicator No. 1

- INDICATOR 1-

NUMBER AND PERCENTAGE OF TRAINED PERSONNEL FROM ORGANIZATIONS WORKING ON OSH REPORTING THAT THE TRAINING THEY RECEIVED IS USEFUL TO THEIR WORK

With this survey we would like to hear your opinion about the training *(name of the training to be added here)* you attended on the issue of occupational safety and health, organized by the ILO project. Your answers will help improve the training. [*possibility to add additional information*]

The survey only takes five minutes to complete and is anonymous. You have the right to refuse participation in this survey.

Privacy statement: We ensure that your answers will remain confidential and will be pooled, thus ensuring that individual responses are not identifiable. There are no wrong answers so you can answer as you feel appropriate. If you have any questions about the privacy and confidentiality, or questions about the survey, you can approach the data collector.

Q1 **I have read and understood the privacy statement** (Please circle your answer)

(1) Yes

(2) No

WE WILL FIRST ASK YOU SOME QUESTIONS ABOUT YOURSELF AND YOUR JOB.

Q2 **What is your gender?** *(Please circle your answer)*

(1) Male

(2) Female

(3) Non-binary

Q3 **In which country do you work?** *(Please specify)*

....

....

Q4 **In which type of organization do you work?** *(Please circle your answer)*

(1) OSH Tripartite Advisory Body

(2) OSH Authority/Agency

(3) Labour Inspectorate

(4) Other staff of the Ministry of Labour

(5) Labour Court or other adjudicative body

(6) Worker injury insurance / social security agency

(7) Ministry of Health/Department of Public Health

(8) Ministry of Agriculture / Agricultural Extension

(9) Employers' organization

(10) Workers' organization

(11) OSH research institution and laboratory

(12) OSH professional/technical institution

(13) OSH training centre

(14) Technical and Vocational Education and Training (TVET) institution

(15) Occupational Health Service Provider

(16) Cooperative

(17) Other, please specify:

Q5 **What is your function/designation?** *(Please specify)*

....

....

Q6 **How many years of experience do you have with the subject of the training?**
(Please circle your answer)

(1) 0-3 years

(2) 4-7 years

(3) Over 8 years

THE FOLLOWING STATEMENTS ARE RELATED TO THE TRAINING [INSERT NAME OF TRAINING HERE] IN WHICH YOU PARTICIPATED. PLEASE INDICATE FOR EACH STATEMENT THE EXTENT TO WHICH YOU AGREE OR DISAGREE BY CIRCLING YOUR ANSWER.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q7 **The training enhanced my knowledge of the topic covered**	1	2	3	4	5
Q8 **The training provided information that is relevant to my work**	1	2	3	4	5
Q9 **The instructor provided clear information, answered questions, was approachable, and encouraged interaction and participation**	1	2	3	4	5
Q10 **The practical tools, learning materials and take-aways shared in the training contributed to its usefulness**	1	2	3	4	5
Q11 **I am going to use at least one of the aspects I learned during the training in my work**	1	2	3	4	5
Q12 **I would recommend this training to others**	1	2	3	4	5

Q13 **Cite examples of what was useful for you in the training?**

....

....

Q14 **What would you like us to improve in the training?**

....

....

Thank you for your participation!

GENERAL SURVEY INFORMATION – TO BE FILLED IN BY THE DATA COLLECTOR

Q15 **Date of survey / data collection:** ....

Q16 **Name of surveyor/data collector** (not applicable of the survey is self-administered or online): ......

....

Q17 **Country/location where the survey took place:**..

Q18 **Name of survey-supervisor, if applicable:** ....

Q19 **Project title:** ....

Q20 **Name of the training:** ....

....

Q21 **Month and year of the training:** ....

Q22 **Total number of participants in the training:** ....

3.1.3 Additional information regarding survey questions for KPI 1

▶Table 3.2 Additional remarks and questions on the Indicator 1 Questionnaire

Question/part	Remarks
Survey introduction	Within the introduction, specific parts need to be completed for each training: ▶ Name of the training ▶ Possibility to add additional information, context, or instructions
Privacy statement	This statement is included to ensure the privacy of the respondent within the data collection. In CAPI or CATI, it is important to also provide this information to the respondent.
Q1	Respondents need to indicate that they read and understood the privacy statement. If they indicate “no”, the data cannot be used. For CATI and CAPI the survey ends when they answer “no”. No further questions will be asked. In websurveys the survey should be ended when the respondent indicates “no”.
Q2	Respondents who do not identify with “male” or “female” in terms of gender should indicate “non-binary”. No further specifications are made here.

Question/part (suite)	Remarks
Q3	Open-ended question Needs to be coded at data entry (for paper-based, CATI and CAPI) or data cleaning (for websurvey).
Q4	The terminology of these categories can be adapted to the project and the country context. ▶ Respondents should select only one answer option. ▶ When the option "others" is selected, respondents can provide further details in an open-ended question. These open-ended answers can be coded (into categories which are already provided or additional relevant categories) in the data cleaning.
Q5	Open-ended question Can be coded at data entry (for paper-based survey, CATI and CAPI) or data cleaning (for websurvey).
Q6	Respondents should select only one answer option.
Q7-Q12	In the introduction of these questions, the name of the training needs to be included by the data collector.
Q7	Respondents should select only one answer option.
Q8	Respondents should select only one answer option.
Q9	Respondents should select only one answer option.
Q10	Respondents should select only one answer option.
Q11	Respondents should select only one answer option.
Q12	Respondents should select only one answer option.
Q13	Open-ended question Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Q14	Open-ended question Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.

Question/part (suite)	Remarks
Questions Q15–Q22 only need to be responded to by the data collector and are the same for all respondents at a given data collection moment.	
Q15	Specify day, month and year ▶ This needs to be added to the data of each respondent at the moment of data collection. ▶ In websurveys, this can be programmed to be included automatically in the data.
Q16	Question only needs to be answered in case of paper-based, CATI or CAPI surveys. If only one data collector is involved in the project, this information can be added in the data cleaning phase. If multiple data collectors are involved in the project, this information should be included at the moment of data entry (if this is done by the data collector) or data collection (if data entry is done by a different person).
Q17	This information can be added in the data cleaning phase IF it is the same for all respondents within this project.
Q18	This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q19	Specify project title. This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q20	This information needs to be added at the moment of data collection as it can vary within the project.
Q21	This information needs to be added at the moment of data collection as it can vary within the project.
Q22	This information needs to be added at the moment of data collection as it can vary within the project.

3.1.4 Guidelines regarding data entry

In addition to the general instructions for data entry (see Section 2.6), some specific guidelines for the data entry are relevant for this indicator. Many of these guidelines are also included in Table 3.3 above, which discusses the specificities of each of the survey questions.

a) Data provided by data importer

This data must be added at the moment of data entry. These data provide the necessary information to be able to analyse the data properly in a later phase (at aggregate level) and to do some quality controls. The data entry form specifies all the information that must be included and the format in which this must be provided (open field, coded, etc.). Often, much of this information is similar for the survey respondents and can be copied.

Specific guidelines:

- ✓ Include the name of the training as it was added in the introductory text of the survey in the preserved column.
- ✓ If additional information was added in the introduction, also include this in the preserved column.
- ✓ If there are additional remarks based on the data input for a survey respondent, include this in the preserved spot. This can concern, for example, language issues, questions asked by the respondent, remarks written on the survey by the respondent, reactions/emotional status of the respondent during the survey if relevant (in case of CATI/CAPI).

b) Data from the respondent

This is the information gathered from the respondent throughout the survey. The responses of the respondent must be copied without changes or coding by the data importer. Missing information in the answers of the respondents should be left empty in the data entry forms.

However, the following adaptations can be made by at the moment of data entry (or data cleaning):

- For paper-based surveys: if the respondent indicated he/she did not agree with the privacy statement (Q1) but did complete the survey, the further answers to the survey questions should not be entered into the data entry form. By indicating “no” in Q1, the respondent decided not to participate to the data collection. Thus these data cannot be used.
- Translate answers to open questions given in a local dialect to English, French or Spanish. Try to stay as close to the original answer as possibly in the translation.
- For Q3 (country): if different names are used for the same country, this can be coded to be uniform across the data.
- Q4_others: if respondents specify another organization than the multiple-choice options allow, this answer can be included here. If the answer can be recoded into one of the categories provided in Q4, this can already be done.
- Q5: the data for this question can be cleaned to limited extent already at this phase, for example by making the names of the organizations provided uniform (e.g. write ILO, also when the respondent answered International Labour Office).
- Q7 – Q12: respondents need to choose one option (number). This number needs to be entered. If respondents selected a number in between the answer options (e.g. between 4 and 5) the lowest number needs to be entered.
- Q13 and Q14: responses need to be copied to the data entry form and should not be coded. Translation is allowed if answers are given in local dialects.

c) Data provided by the data collector

This information is included at the moment of data collection and provides relevant information for the further analysis. This information will often be the same for all respondents at a certain data collection moment and for a specific project. Therefore, the information can be copied when similar.

3.1.5 Data cleaning

Some data cleaning can be done directly after (or during) data entry. This data cleaning focuses on addressing issues which can best be solved by a data collector who knows the context of the country, project, organization and data collection moment and who understands the local dialects.

Check the following issues:

- ✓ Check agreement with privacy statement to assess which observations can be used.
- ✓ Code open-ended questions.
- ✓ Check open-ended questions and identify potential remarks or comments regarding the survey or problems with the survey completion. Add this information into the data entry form or address issues based on this information.
- ✓ Check language: are all answers from local dialects translated to English, French or Spanish.
- ✓ For questions with answer option, check whether the numeric code for the answer options is used in the data entry form and not the full answer.

3.1.6 Construction of indicator

KPI No. 1 is the number and percentage of training participants that report that the training sessions they received is useful to their work. Therefore, the first aim with the collected data is to calculate this percentage.

a) The main indicator

The main indicator can be constructed at the level of a training, a time period of the project, or the project as a whole. The indicator is constructed as follows:

A. Calculate score of usefulness of training:

Usefulness = average of (Q7, Q8, Q9, Q10, Q11, Q12)

This is a value between 1 and 5.

If there are missing values for one of the questions, the average for that respondent needs to be calculated without the question for which no answer was given.

B. Determine cut-off level for “usefulness”:

The cut-off level is put at 3. **[Depending on how strict the evaluation wants to be this can be put at an average score of 3; 3,5 or 4.]**

Calculate the number of respondents scoring exactly on or above the cut-off level.

C. Calculate percentage:

% evaluate training as useful = # respondents scoring on or above cut-off level / # respondents

b) Disaggregation

In addition, the following disaggregation can be made using the data:

- Gender: Q2
- Country: Q3
- Type of organization: Q4
- Function (if these can be coded into relevant groups of sufficient size): Q5
- Experience in subject of training: Q6
- Training: Q20
- Project: Q19

c) Additional insights next to the KPI

Finally, if preferred, the analysis can be deepened by looking into the following aspects in the data analysis using the open-ended questions:

- Q13: additional information on useful elements in the training
- Q14: suggestions for improvement

Next to that, the different aspects of the perceived usefulness can be split out and individually analysed through analysis at item-level for the key questions on the training:

- Q7: improvement of knowledge
- Q8: relevance of training for work of participant
- Q9: quality of training (instructor)
- Q10: quality of training (materials, tools, …)
- Q11: intention of application in work
- Q12: recommendation of training to others

3.2 KPI No. 2: The number and percentage of employers reporting to have an improved understanding of their legal duties and responsibilities related to OSH

For this indicator two versions exist:

> A version which can be used **at the beginning of a project** to collect baseline information (pre-project assessment). This is optional and can be done when it is relevant to collect some baseline data.

> A version to be used **mid-term and at the end of the project.** This version should be used for the official data collection for this KPI.

Make sure to always use the right version

3.2.1 Indicator fiche – KPI No. 2

The second indicator is described as follows: **the number and percentage of employers reporting to have an improved understanding of their legal duties and responsibilities related to OSH (by country, sector, sex).**

This indicator measures the impact of project actions on the understanding of employers regarding their legal OSH duties and responsibilities. The focus is on those employers or workplaces involved in the project at some point during its implementation. The indicator can be broadly used to assess the impact over all types of project activities (training activities, information sessions, etc.). If preferred, a baseline measurement can be done, using the pre-project version of the indicator. This data collection is optional but can allow to assess more precisely the impact of the project activities on the employers' understanding of their legal duties and responsibilities related to OSH.

Table 3.3 below provides detailed information on this KPI, such as the target population, definitions for important concepts and terminology in the KPI, information on the levels of disaggregation, sampling and data collection as well as data analysis for this KPI. Some of these elements (e.g. data collection, data analysis) will be specified further throughout this chapter.

▶ Table 3.3 KPI No. 2 — Details

Indicator name	Number and percentage of employers reporting to have an improved understanding of their legal duties and responsibilities related to OSH
Objective	**To report on the level of understanding of legal duties related to OSH among employers – after taking part in training or information sessions focused on legal duties on areas related to OSH**
Definitions of terms	**Employers** Any physical or legal person that employs one or more workers. Given the focus on legal obligations related to workers, we recommend to use the person (employer/manager) in charge of OSH issues in the workplace as representative for the employer. **Employers legal OSH duties** General and primary OSH duty to ensure the health, safety and welfare at work for all workers at their workplace. Specific duties and principles: ▶ Duty to conduct a risk assessment ▶ Duty to formulate a workplace OSH policy and plan ▶ Duty to provide OSH information to workers ▶ Duty to consult workers and enable them to participate in OSH management ▶ Duty to provide OSH training to worker ▶ Duty to provide, maintain and ensure the proper use of personal protective equipment (PPE) at no cost to workers ▶ Duty to provide emergency plans and first aid ▶ Duty to provide welfare facilities at work ▶ Duty to take remedial action before requiring workers to return to work where workers have informed the employer that there is an imminent and serious danger to life or health ▶ Duty to ensure workers' health surveillance ▶ Duty to record, notify and investigate occupational accidents, commuting accidents, occupational diseases and dangerous occurrences ▶ Duty to ensure OSH competence and expertise at the workplace ▶ Duty to implement an OSH management system ▶ Duty to collaborate on OSH management in shared workplaces **Understanding** The perception of participants regarding the following criteria: ▶ *Knowledge:* extent to which employers have knowledge of their legal duties related to OSH. ▶ *Ability to apply:* extent to which employers indicate being able to use the acquired knowledge to carry out their legal duties

Indicator name (suite)	Number and percentage of employers reporting to have an improved understanding of their legal duties and responsibilities related to OSH
Levels of disaggregation	**Experience level / tenure** in current position as employer/responsible for OSH **Country** of the employer **Gender:** Male, Female, Non-binary **Sector:** open question or multiple choice country/project-specific **Participation in trainings:** How many interventions (trainings/consultations) on employers' legal duties and responsibility related to OSH have you attended in the past year?
Target population	Employers involved in the project
Sampling	For project interventions with large number of employers, include a random sample of 25 per cent of the employers, with a minimum of 50 employers For project interventions with small number (less than 50) of employers, include all participating employers
Collection method	**Type: paper-based survey or websurvey (preferred option), CATI or CAPI if necessary** **Timing and frequency:** For short projects (two years or less) one assessment at end of the project. For long projects (up to four or five years) an assessment somewhere mid-project and at the end of the project/prior to the evaluation. For projects running three years, both options are feasible. Furthermore, a separate pre-survey can be created so if workplaces wish there is the possibility to also measure a baseline (independently from project duration). **Anonymity:** data will be collected at workplace level so anonymity of individuals can be guaranteed by using, for instance, closed envelopes and/or collection boxes or an anonymous websurvey. Data will be coded in such a way that anonymity is ensured but that it allows for quality assurance and relevant disaggregation where needed.
Data analysis, aggregation	**Scores:** individual scores on each of the questions can be analysed, and aggregate scores can be calculated for combined impact on improved understanding, using average values. **Baseline values** can be collected if preferred and possible in the project, and will provide additional insights. But baseline values are not essential to be able to measure this indicator.

3.2.2 KPI Indicator No. 2 – Survey questions for pre-project assessment (optional) and mid-term and post-project assessment

3.2.2.1 Indicator Questionnaire for KPI No. 2 – Pre-project assessment (optional)

- INDICATOR 2-

THE NUMBER AND PERCENTAGE OF EMPLOYERS REPORTING TO HAVE AN IMPROVED UNDERSTANDING OF THEIR LEGAL DUTIES AND RESPONSIBILITIES RELATED TO OSH

Pre-project assessment (optional)

With this survey we would like to hear your opinion about the training (*name of the training to be added here*) you attended on the issue of occupational safety and health, organized by the ILO project. Your answers will help improve the training. [*possibility to add additional information*]

The survey only takes five minutes to complete and is anonymous. You have the right to refuse participation in this survey.

> **Privacy statement:** We ensure that your answers will remain confidential and will be pooled, thus ensuring that individual responses are not identifiable. There are no wrong answers so you can answer as you feel appropriate. If you have any questions about the privacy and confidentiality, or questions about the survey, you can approach the data collector.

Q1 **I have read and understood the privacy statement** (Please circle your answer)

(1) Yes (2) No

FIRST, WE WOULD LIKE TO GIVE A SHORT OVERVIEW OF THE LEGAL OSH DUTIES AND RESPONSIBILITIES OF EMPLOYERS. THESE ARE THE DUTIES TO WHICH WE REFER IN THIS SURVEY.

The primary and general OSH duty of employers is to ensure the health, safety and welfare at work for all workers at their workplace.[3] Specific duties and principles related to OSH can be linked to:

- Duty to conduct a risk assessment
- Duty to formulate a workplace OSH policy and plan
- Duty to provide OSH information to workers
- Duty to consult workers and enable them to participate in OSH management
- Duty to provide OSH training to workers
- Duty to provide, maintain and ensure the proper use of PPE at no cost to workers
- Duty to provide emergency plans and first aid
- Duty to provide welfare facilities at work
- Duty to take remedial action before requiring workers to return to work where workers have informed the employer that there is an imminent and serious danger to life or health

3 ILO. (2021). Support kit for developing occupational safety and health legislation. https://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---lab_admin/documents/publication/wcms_834142.pdf

- Duty to ensure workers' health surveillance
- Duty to record, notify and investigate occupational accidents, commuting accidents, occupational diseases and dangerous occurrences
- Duty to ensure OSH competence and expertise at the workplace
- Duty to implement an OSH management system
- Duty to collaborate on OSH management in shared workplaces

WE WILL FIRST ASK YOU SOME QUESTIONS ABOUT YOURSELF AND YOUR JOB.

Q2 **What is your gender?** (Please circle your answer)

(1) Male

(2) Female

(3) Non-binary

Q3 **In what sector do you work?** [provide short project specific list of possible sectors]

If others, please specify:

....

Q4 **How long have you been responsible for OSH issues in your current workplace?**

.... years

THE FOLLOWING STATEMENTS ARE RELATED TO YOUR KNOWLEDGE AND FAMILIARITY WITH OSH DUTIES AND RESPONSIBILITIES AS AN EMPLOYER. PLEASE INDICATE FOR EACH STATEMENT THE EXTENT TO WHICH YOU AGREE OR DISAGREE BY CIRCLING YOUR ANSWER.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q5 **I know my legal duties and responsibilities related to OSH as an employer**	1	2	3	4	5

Q6 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

....

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q7 **I am able to carry out my legal duties and responsibilities related to OSH as an employer**	1	2	3	4	5

Q8 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

....

Q9 **Can you note any concrete example(s) of an initiative you took towards better execution of your OSH-related duties/responsibilities as an employer in the last two years?** *(please circle all types of initiatives you took)*

- ☐ (Q9_1) Developed an OSH programme
- ☐ (Q9_2) Set up an OSH management committee
- ☐ (Q9_3) Conducted awareness raising campaigns within the company
- ☐ (Q9_4) Provided PPE kits or other safety gears for workers
- ☐ (Q9_5) Conducted risk assessments
- ☐ (Q9_6) Others, please specify: ....(Q9_6_others)

Thank you for your participation!

GENERAL SURVEY INFORMATION – TO BE FILLED IN BY THE DATA COLLECTOR

Q10 **Date of survey / data collection:** ....

Q11 **Name of surveyor/data collector** *(not applicable of the survey is self-administered or online):*

....

Q12 **Country/location in which the survey took place:** ....

Q13 **Name of survey-supervisor, if applicable:** ....

Q14 **Project title:** ....

Q15 **Workplace in which this data collection took place:** ....

....

3.2.2.2 KPI Indicator No. 2 – Survey questions for mid-term and post-project assessment

Mid-term or post-project assessment

With this survey we would like to assess your understanding of your legal duties related to occupational safety and health (OSH) **as employer or manager**. Your answers will help improve future interventions. *[possibility to add additional information]*

The survey only takes five minutes to complete and your responses are anonymous. You have the right to refuse participation in this survey.

> **Privacy statement:** We ensure that your individual responses are not identifiable. There are no wrong answers so you can answer as you feel appropriate. If you have any questions about the privacy and confidentiality, or questions about the survey, you can approach the data collector.

Q1 **I have read and understood the privacy statement** (Please circle your answer)

(1) Yes

(2) No

FIRST, WE WOULD LIKE TO GIVE A SHORT OVERVIEW OF THE LEGAL OSH DUTIES AND RESPONSIBILITIES OF EMPLOYERS. THESE ARE THE DUTIES TO WHICH WE REFER IN THIS SURVEY.

The primary and general OSH duty of employers is to ensure the health, safety and welfare at work for all workers at their workplace.[4] Specific duties and principles related to OSH can be linked to:

- Duty to conduct a risk assessment
- Duty to formulate a workplace OSH policy and plan
- Duty to provide OSH information to workers
- Duty to consult workers and enable them to participate in OSH management
- Duty to provide OSH training to workers
- Duty to provide, maintain and ensure the proper use of PPE at no cost to workers
- Duty to provide emergency plans and first aid
- Duty to provide welfare facilities at work
- Duty to take remedial action before requiring workers to return to work where workers have informed the employer that there is an imminent and serious danger to life or health
- Duty to ensure workers' health surveillance

4 ILO. Support kit for developing occupational safety and health legislation. 2021. https://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---lab_admin/documents/publication/wcms_834142.pdf

- Duty to record, notify and investigate occupational accidents, commuting accidents, occupational diseases and dangerous occurrences
- Duty to ensure OSH competence and expertise at the workplace
- Duty to implement an OSH management system
- Duty to collaborate on OSH management in shared workplaces

WE START THE SURVEY WITH ASKING YOU SOME QUESTIONS ABOUT YOURSELF AND YOUR JOB.

Q2 **What is your gender?** (Please circle your answer)

(1) Male

(2) Female

(3) Non-binary

Q3 **In what sector do you work?** ([provide short project specific list of possible sectors])

Other, please specify: ....

Q4 **How long have you been responsible for OSH issues in your current workplace?**

.... years

Q5 **How many sessions have you attended in the past year? (e.g., training or information sessions on topics related to OSH and employers' legal duties related to OSH supported by the ILO)**

....

THE FOLLOWING STATEMENTS ARE RELATED TO THE TRAINING SESSIONS YOU PARTICIPATED IN. PLEASE INDICATE FOR EACH STATEMENT THE EXTENT TO WHICH YOU AGREE BY CIRCLING YOUR ANSWER.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q6 **Attending sessions has improved my knowledge of my legal duties and responsibilities related to OSH as an employer**	1	2	3	4	5

Q7 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

....

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q8 **Attending the sessions has improved my ability to carry out my legal duties and responsibilities as an employer related to OSH**	1	2	3	4	5

Q9 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

....

Q10 **Can you note any concrete examples of an initiative(s) which you took towards better execution of your OSH-related duties and responsibilities as an employer as a result of the training?** (please circle all types of initiatives you took)

- ☐ (Q10_1) Developed an OSH programme
- ☐ (Q10_2) Set up an OSH management committee
- ☐ (Q10_3) Conducted awareness raising campaigns within the company
- ☐ (Q10_4) Provided PPE kits or other safety gears for workers
- ☐ (Q10_5) Conducted risk assessments
- ☐ (Q10_6) Others, please specify: ....(Q10_6_others)

Thank you for your participation!

GENERAL SURVEY INFORMATION – TO BE FILLED IN BY THE DATA COLLECTOR

Q11 **Date of survey / data collection:** ....

Q12 **Name of surveyor/data collector** *(not applicable of the survey is self-administered or online):*

....

Q13 **Country/location in which the survey took place:** ....

Q14 **Name of survey-supervisor, if applicable:** ....

Q15 **Project title:** ....

Q16 **Timing of the data collection :** *(Please circle your answer):*

(1) Mid of the project

(2) End of the project

Q17 **Name or description of the project intervention(s)/trainings:**

....

....

....

Q18 **Workplace in which this data collection takes place:** ....

3.2.3 Additional information regarding survey questions for KPI 2

3.2.3.1 Additional remarks and questions for the pre-project assessment

▶ Table 3.4 Additional remarks and questions on Indicator No. 2 Questionnaire (pre-project)

Question/part (suite)	Remarks
Survey introduction	There is a general introduction included in the survey. There is a possibility to add additional information, context, or instructions.
Privacy statement	This statement is included to ensure the privacy of the respondent within the data collection. In CAPI or CATI, it is important to also provide this information to the respondent.
Q1	Respondents need to indicate that they read and understood the privacy statement. If they indicate "no", the data cannot be used. For CATI and CAPI the survey ends when they answer "no". No further questions will be asked. In websurveys the survey should be ended when the respondents indicate "no".
Q2	Respondents who do not identify with "male" or "female" in terms of gender should indicate "non-binary". No further specifications are made here.
Q3	This question can be either an open-ended question, or a question with multiple choice answers. In the case of multiple choice, a short list of relevant sectors for the project can be included as well as the option "other sector", please specify (with an open-ended question to complete). Answers to the open-ended questions needs to be coded at data entry (for paper-based, CATI and CAPI) or data cleaning (for websurvey).
Q4	Only a number needs to be provided here.
Q5	Respondents should select only one answer option. For data entry: 1=strongly disagree, 2 = disagree, 3= neutral, 4= agree, 5 = strongly agree.
Q6	Question only has to be answered when strongly disagree or disagree was chosen in Q5. Open-ended question. Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Q7	Respondents should select only one answer option. For data entry: 1=strongly disagree, 2 = disagree, 3= neutral, 4= agree, 5 = strongly agree.
Q8	Question only has to be answered when strongly disagree or disagree was chosen in Q8. Open-ended question. Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Q9	Select all answer options that are relevant. If "others" is selected, this can be further specified in the open-ended answer option. Open-ended response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.

Question/part (suite)	Remarks
Questions Q10–Q15 only need to be responded to by the data collector and are the same for all respondents at a given data collection moment.	
Q10	Specify day, month and year. This needs to be added to the data of each respondent at the moment of data collection. In websurveys, this can be programmed to be included automatically in the data.
Q11	Question only needs to be answered in case of paper-based, CATI or CAPI surveys. If only one data collector is involved in the project, this information can be added in the data cleaning phase. If multiple data collectors are involved in the project, this information should be included at the moment of data entry (if this is done by the data collector) or data collection (if data entry is done by a different person).
Q12	This information can be added in the data cleaning phase IF it is the same for all respondents within this project.
Q13	This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q14	Specify project title. This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q15	This information needs to be added at the moment of data collection as it can vary within the project.

3.2.3.2 Additional remarks and questions for the mid-term and post-project assessment

▶ Table 3.5 Additional remarks and questions on the Indicator 2 Questionnaire (mid-term and post-project)

Question/part	Remarks
Survey introduction	There is a general introduction included in the survey. There is a possibility to add additional information, context, or instructions.
Privacy statement	This privacy statement is included to ensure the privacy of the respondent within the data collection. In CAPI or CATI, it is important to also provide this information to the respondent.
Q1	Respondents need to indicate that they read and understood the privacy statement. If they indicate “no”, the data cannot be used. For CATI and CAPI the survey ends when they answer “no”. No further questions will be asked. In websurveys the survey should be ended when the respondents indicate “no”.
Q2	Respondents who do not identify with “male” or “female” in terms of gender should indicate “non-binary”. No further specifications are made here.
Q3	This question can be either an open-ended question, or a question with multiple choice answers. In the case of multiple choice, a short list of relevant sectors for the project can be included as well as the option “other sector”, please specify (with an open-ended question to complete). Answers to the open-ended questions needs to be coded at data entry (for paper-based, CATI and CAPI) or data cleaning (for websurvey).

Question/part (suite)	Remarks
Q4	Only a number needs to be provided here.
Q5	Only a number needs to be provided here.
Q6	Respondents should select only one answer option. For data entry: 1=strongly disagree, 2 = disagree, 3= neutral, 4= agree, 5 = strongly agree.
Q7	Question only has to be answered when strongly disagree or disagree was chosen in Q6. Open-ended question. Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Q8	Respondents should select only one answer option. For data entry: 1=strongly disagree, 2 = disagree, 3= neutral, 4= agree, 5 = strongly agree.
Q9	Question only has to be answered when strongly disagree or disagree was chosen in Q8. Open-ended question. Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Q10	Select all answer options that are relevant. If "others" is selected, this can be further specified in the open-ended answer option. Open-ended response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Questions Q11–Q18 only need to be responded to by the data collector and are the same for all respondents at a given data collection moment.	
Q11	Specify day, month and year. This needs to be added to the data of each respondent at the moment of data collection. In websurveys, this can be programmed to be included automatically in the data.
Q12	Question only needs to be answered in case of paper-based, CATI or CAPI surveys. If only one data collector is involved in the project, this information can be added in the data cleaning phase. If multiple data collectors are involved in the project, this information should be included at the moment of data entry (if this is done by the data collector) or data collection (if data entry is done by a different person).
Q13	This information can be added in the data cleaning phase IF it is the same for all respondents within this project.
Q14	This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q15	Specify project title. This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q16	Indicate at which moment during the project this data collection takes place.
Q17	This information needs to be added at the moment of data collection as it can vary within the project and can be organization specific.
Q18	This information needs to be added at the moment of data collection as it can vary within the project.

3.2.4 Guidelines regarding data entry

In addition to the general instructions for data entry (see Section 2.6), some specific guidelines for the data entry are relevant for this indicator. Many of these guidelines are also included in the table above, which discusses the specificities of each of the survey questions.

a) Data provided by data importer

This data has to be added at the moment of data entry and provides the necessary information to be able to analyse the data properly in a later phase (at aggregate level) and to do some quality controls. The data entry form specifies all the information that must be included and the format in which this must be provided (open field, coded, etc.). Often, much of this information is similar for the survey respondents and can be copied.

Specific guidelines:

✓ If additional information was added in the introduction, also include this in the preserved column.

✓ If there are additional remarks based on the data input for a survey respondent, include this in the preserved spot. This can concern, for example, language issues, questions asked by the respondent, remarks written on the survey by the respondent, reactions/emotional status of the respondent during the survey if relevant (in case of CATI/CAPI).

b) Data from the respondent

This is the information gathered from the respondent throughout the survey. The responses of the respondent must be copied without changes or coding by the data importer. Missing information in the answers of the respondents should be left empty in the data entry forms.

However, the following adaptations can be made by at the moment of data entry (or data cleaning):

- For paper-based surveys: if the respondent indicated he/she did not agree with the privacy statement (Q1) but did complete the survey, the further answers to the survey questions should not be entered into the data entry form. By indicating "no" in Q1, the respondent decided not to participate to the data collection. Thus these data cannot be used.
- Translate answers to open questions given in a local dialect to English, French or Spanish. Try to stay as close to the original answer as possibly in the translation.
- For Q3 (sector): if many similar answers are given in the "others" option, these can already be coded into sectors at moment of data entry (or data cleaning).
- Q4 (and Q5 in the mid/post-project version): Only a number needs to be entered.
- For Q6, Q8 and Q9_other (pre-project version) or Q7,Q9 and Q10_other (mid-term/post-project version) the responses need to be copied to the data entry form and should not be coded. Translation is allowed if answers are given in local dialects.

c) Data provided by the data collector

This information is included at the moment of data collection and provides relevant information for the further analysis. This information will often be the same for all respondents at a certain data collection moment and for a specific project. Therefore the information can be copied when similar.

3.2.5 Data cleaning

Some data cleaning can be done directly after (or during) data entry. This data cleaning focuses on addressing issues which can best be solved by a data collector who knows the context of the country, project, organization and data collection moment and who understands the local dialects.

Check the following issues:

- ✓ Check agreement with privacy statement to assess which observations can be used.
- ✓ Code open-ended questions.
- ✓ Check open-ended questions and identify potential remarks or comments regarding the survey or problems with the survey completion. Add this information into the data entry form or address issues based on this information.
- ✓ Check language: are all answers from local dialects translated to English, French or Spanish.
- ✓ For questions with answer option, check whether the numeric code for the answer options is used in the data entry form and not the full answer.

3.2.6 Construction of indicators

KPI No. 2 is the number and percentage of employers reporting to have an improved understanding of their legal duties and responsibility related to OSH. Therefore, the main focus is on an indicator using the data of the mid-term or post-project measurement.

a) The main indicator

The main indicator can be constructed for a time period of the project, or the project as a whole. The indicator uses the data of the mid-term or post-project version of the survey and is constructed as follows:

A. Calculate score of improved understanding:

Improved understanding = average of (Q6 and Q8)

This is a value between 1 and 5.

If there are missing values for one of the questions, the average for that respondent needs to be calculated without the question for which no answer was given.

B. Determine cut-off level for “improved understanding”:

The cut-off level is put at 3. **[Depending on how strict the evaluation wants to be this can be put at an average score of 3; 3,5 or 4.]**

Calculate the number of respondents scoring exactly on or above the cut-off level.

C. Calculate number and percentage:

Number of employers/persons with improved understanding = # employers/persons scoring on or above cut-off level

% of employers/persons with improved understanding = # employers/persons scoring on or above cut-off level / # employers/persons

b) Disaggregation

In addition, the following disaggregation can be made using the data:

- Gender of respondent: Q2
- Sector: Q3
- Years of experience as responsible for OSH issues: Q4
- Number of training sessions attended: Q5
- Country: Q13
- Project: Q15
- Timing during project: Q16
- Specific trainings/project interventions: Q17

c) Additional insights next to the indicator

Finally, if preferred, the analysis can be deepened by looking into the following aspects in the data analysis using the open-ended questions:

- Q7 and Q9: additional information when respondent indicates not to have improved knowledge
- Q10: link level of improved understanding to types of initiatives taken in their organizations.

Next to that, the different aspects of improved understanding of responsibilities and duties can be split out and individually analysed through analysis at item-level for the key questions on the training:

- Q6: knowledge of responsibilities and duties
- Q8: ability to apply responsibilities and duties

d) Calculating improved understanding using multiple measurements in same organization.

If data were collected before the project started and mid-term or at the end of the project in the same organizations, a more exact calculation of improved understanding can be made.

A. Calculate score of understanding pre-project:

Level of understanding pre-project = average of (Q5 and Q7) (using pre-project data)

This is a value between 1 and 5.

If there are missing values for one of the questions, the average for that respondent needs to be calculated without the question for which no answer was given.

B. Calculate score of understanding mid-term or post-project:

Level of understanding mid-term or post-project = average of (Q6 and Q8) (using mid-term or post-project data)

This is a value between 1 and 5.

If there are missing values for one of the questions, the average for that respondent needs to be calculated without the question for which no answer was given.

C. Calculate improvement of understanding:

For this, both data collection moments are used.

D. Calculate for each organization the improvement of understanding:

Improvement of understanding = level of understanding mid-term or post-project – level of understanding pre-project

When this value is positive, there is an improvement of understanding, when the value is negative, there is no improvement.

Calculate number and percentage of organizations with improved understanding:

Number of employers/persons with improved understanding =
employers/persons with positive value

% employers/persons with improved understanding =
# employers/persons with positive value / # employers/persons

3.3 KPI No. 3: Percentage of workers reporting to have an improved understanding of their rights and duties related to OSH issues

For this indicator two versions exist:

> A version which can be used at the beginning of a project to collect baseline information (pre-project assessment). This is optional and can be done when it is relevant to collect some baseline data.

> A version to be used **mid-term and at the end of the project.** This version should be used for the official data collection for this KPI.

Make sure to always use the right version

3.3.1 Indicator fiche – KPI No. 3

This third KPI is similar to the second KPI but focusses on the workers in the targeted workplaces. The indicator is described as follows: **percentage of workers reporting to have an improved understanding of their rights and duties related to OSH issues (by country, sector, sex).**

This indicator assesses the impact of the projects' capacity-building and awareness-raising activities on workers. Here, the focus is specifically on workers in workplaces that participated in project activities.

If preferred, a baseline measurement can be done, using the pre-project version of the KPI. This data collection is optional but can allow to assess more precisely the impact of the project activities on the workers' understanding of their rights and duties related to OSH.

Table 3.6 provides detailed information on this KPI, such as the target population, definitions for important concepts and terminology in the KPI, information on the levels of disaggregation, sampling and data collection as well as data analysis for this KPI. Some of these elements (e.g. data collection, data analysis) will be specified further throughout this chapter.

▶ Table 3.6 KPI No. 3 – Details

Indicator name	Percentage of workers reporting to have an improved understanding of their rights and duties related to OSH issues
Objective	To report on the level of understanding of rights and duties related to OSH among workers after they participate in training or information sessions on their OSH rights and duties
Definitions of terms	**Workers** Any person who performs work, either regularly or temporarily, for an employer. **Workers' rights and duties related to OSH:** **OSH duties of workers** ▶ Duty to take reasonable steps to protect their own safety and health and that of other persons ▶ Duty to comply with OSH-related instructions ▶ Duty to use safety devices and protective equipment correctly ▶ Duty to cooperate with the employer ▶ Duty to report a situation which a worker has reason to believe could present a hazard ▶ Duty to report to management any accident, injury to health, and dangerous occurrence **OSH rights of workers** ▶ General right to a safe and health workplace ▶ Right of workers to information and training on OSH and to correct erroneous data on their health in relation to work ▶ Right to be consulted/participate in decision-making on safety and health ▶ Right to withdraw from an imminent and serious danger without undue consequences and to refrain from returning as long as the danger persists ▶ **Rights of workers when continued risk exposure at the workplace is medically inadvisable** ▶ **Right to elect OSH representative(s)** ▶ **Right to protection of workers against retaliation measures** **Understanding** **The perception of participants regarding the following criteria:** ▶ ***Knowledge:*** extent to which employers have knowledge of their legal duties related to OSH. ▶ ***Ability to apply:*** extent to which employers indicate being able to use the acquired knowledge to carry out their legal duties

Indicator name (suite)	Percentage of workers reporting to have an improved understanding of their rights and duties related to OSH issues
Levels of disaggregation	**Gender:** Male, Female, Non-binary **Sector:** open question or multiple choice country/project-specific **Worker's tenure:** How long have you worked for your current workplace **Country** in which the session took place **Participation in trainings:** How many sessions on workers' rights related to OSH have you attended in the past two years?
Target population	Workers who participated in trainings related to workers' rights and duties on OSH
Sampling	For project interventions with large number of involved workplaces (more than 50), include a sample of 25 per cent of workers selected for a sample of 25 per cent of the workplaces. For project interventions with small number (less than 50) of involved workplaces, include a sample of 50 per cent of the workers from all involved workplaces.
Collection method	**Type:** paper-based survey or websurvey (preferred option), CATI or CAPI if necessary. **Timing:** for short projects (i.e. two years or less) one assessment at end of the project. For long projects (i.e. up to four or five years) an assessment at the end of the project and somewhere mid-project. For projects running three years, both options are feasible. Further, a separate pre-survey can be created so if work-places wish there is the possibility to also measure a baseline. **Anonymity:** data will be collected at workplace level so anonymity of individuals/workers can be guaranteed by using for instance closed enveloped and/or collection boxes. Or an anonymous web-based survey. Data will be coded in a way that ensures the anonymity but allows for quality assurance and relevant disaggregation where needed.
Data analysis, aggregation	**Scores:** individual scores on each of the questions can be analysed at workplace level or project level, and aggregate scores can be calculated for impact on familiarity and impact on improved abilities to carry out obligations and rights, using average values. **Baseline values:** can be collected if preferred and possible in the project and will provide additional insights. But baseline values are not essential to be able to measure this indicator.

3.3.2 KPI Indicator No. 3 – Survey questions Pre-project assessment (optional) and Mid-project and post-project assessment

3.3.2.1 Survey questions for pre-project assessment (optional)

- INDICATOR 3-

PERCENTAGE OF WORKERS REPORTING TO HAVE AN IMPROVED UNDERSTANDING OF THEIR RIGHTS AND DUTIES RELATED TO OSH ISSUES

With this survey we would like to assess your understanding of your rights and duties related to occupational safety and health (OSH). *[possibility to add additional information]*

The survey only takes five minutes to complete and your responses are anonymous. You have the right to refuse participation in this survey.

Privacy statement: We ensure that your answers will remain confidential and will be pooled, thus ensuring that individual responses are not identifiable. There are no wrong answers so you can answer as you feel appropriate. If you have any questions about the privacy and confidentiality, or questions about the survey, you can approach the data collector.

Q1 **I have read and understood the privacy statement** (Please circle your answer)

(1) Yes

(2) No

FIRST, WE WOULD LIKE TO GIVE A SHORT OVERVIEW OF THE LEGAL OSH RIGHTS[5] AND DUTIES OF WORKERS. THESE ARE THE RIGHTS AND DUTIES TO WHICH WE REFER IN THIS SURVEY.

OSH duties of workers

- Duty to take reasonable steps to protect their own safety and health and that of other persons
- Duty to comply with OSH-related instructions
- Duty to use safety devices and protective equipment correctly
- Duty to cooperate with the employer
- Duty to report a situation which a worker has reason to believe could present a hazard
- Duty to report to management any accident, injury to health, and dangerous occurrence

OSH rights of workers

- General right to a safe and health workplace
- Right of workers to information and training on OSH and to correct erroneous data on their health in relation to work
- Right to be consulted/participate in decision-making on safety and health
- Right to withdraw from an imminent and serious danger without undue consequences and to refrain from returning as long as the danger persists

5 ILO.Support kit for developing occupational safety and health legislation 2021. https://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---lab_admin/documents/publication/wcms_834142.pdf

- Rights of workers when continued risk exposure at the workplace is medically inadvisable
- Right to elect OSH representative(s)
- Right to protection of workers against retaliation measures

WE WILL FIRST ASK YOU SOME QUESTIONS ABOUT YOURSELF AND YOUR JOB.

Q2 **What is your gender?** (Please circle your answer)

(1) Male

(2) Female

(3) Non-binary

Q3 **In what sector do you work?** ([provide short project specific list of possible sectors])

Other, please specify: ....

Q4 **How long have you worked at your current workplace?:**

.... years

Q5 **What is your job function?** ....

THE FOLLOWING STATEMENTS LOOK INTO YOUR UNDERSTANDING OF YOUR RIGHTS AND DUTIES RELATED TO OCCUPATIONAL HEALTH AND SAFETY ISSUES (OSH) AT WORK. PLEASE INDICATE FOR EACH STATEMENT THE EXTENT TO WHICH YOU AGREE OR DISAGREE BY CIRCLING YOUR ANSWER.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q6 **I know my rights related to OSH**	1	2	3	4	5

Q7 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

....

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q8 **I know my duties related to OSH**	1	2	3	4	5

Q9 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

....

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q10 **I am able to use my rights related to OSH**	1	2	3	4	5

Q11 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q12 **I am able to carry out my duties related to OSH**	1	2	3	4	5

....

Q13 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

Q14 **Can you note any particular example where you were able to use your OSH rights or carry out your OSH duties in the last two years?**

....

....

....

Thank you for your participation!

GENERAL SURVEY INFORMATION - TO BE FILLED IN BY THE DATA COLLECTOR

Q15 **Date of survey / data collection:** ....

Q16 **Name of surveyor/data collector** *(not applicable of the survey is self-administered or online):*

....

Q17 **Country/location in which the survey took place:** ....

Q18 **Name of survey-supervisor, if applicable:** ....

Q19 **Project title:** ....

Q20 **Workplace in which this data collection takes place:** ....

Q21 **Number of workers employed in this workplace:** ....

3.3.2.2 Indicator Questionnaire for KPI 3– Mid-project and post-project assessment

Mid-term or post-project assessment

With this survey we would like to assess your understanding of your rights and duties related to occupational safety and health (OSH). *[possibility to add additional information]*

The survey only takes five minutes to complete and your responses are anonymous. You have the right to refuse participation in this survey.

Privacy statement: We ensure that your answers will remain confidential and will be pooled, thus ensuring that individual responses are not identifiable. There are no wrong answers so you can answer as you feel appropriate. If you have any questions about the privacy and confidentiality, or questions about the survey, you can approach the data collector.

Q1 **I have read and understood the privacy statement** (Please circle your answer)

(1) Yes

(2) No

FIRST, WE WOULD LIKE TO GIVE A SHORT OVERVIEW OF THE LEGAL OSH RIGHTS AND DUTIES OF WORKERS. THESE ARE THE RIGHTS AND DUTIES TO WHICH WE REFER IN THIS SURVEY.[6]

OSH duties of workers

- Duty to take reasonable steps to protect their own safety and health and that of other persons
- Duty to comply with OSH-related instructions
- Duty to use safety devices and protective equipment correctly
- Duty to cooperate with the employer
- Duty to report a situation which a worker has reason to believe could present a hazard
- Duty to report to management any accident, injury to health, and dangerous occurrence

OSH rights of workers

- General right to a safe and health workplace
- Right of workers to information and training on OSH and to correct erroneous data on their health in relation to work
- Right to be consulted/participate in decision-making on safety and health
- Right to withdraw from an imminent and serious danger without undue consequences and to refrain from returning as long as the danger persists

6 ILO. (2021). Support kit for developing occupational safety and health legislation. https://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---lab_admin/documents/publication/wcms_834142.pdf

- Rights of workers when continued risk exposure at the workplace is medically inadvisable
- Right to elect OSH representative(s)
- Right to protection of workers against retaliation measures

WE WILL FIRST ASK YOU SOME QUESTIONS ABOUT YOURSELF AND YOUR JOB.

Q2 **What is your gender?** (Please circle your answer)

(1) Male

(2) Female

(3) Non-binary

Q3 **In what sector do you work?** [provide short project specific list of possible sectors]

Other, please specify: ....

Q4 **How long have you worked at your current workplace?:**

.... years

Q5 **What is your job function?** ....

Q6 **How many sessions on OSH on workers' rights and duties related to OSH, have you attended in the past year (e.g., trainings or information sessions)?**

....

....

THE FOLLOWING STATEMENTS LOOK INTO YOUR UNDERSTANDING OF YOUR RIGHTS AND DUTIES RELATED TO OCCUPATIONAL HEALTH AND SAFETY ISSUES (OSH) AT WORK. PLEASE INDICATE FOR EACH STATEMENT THE EXTENT TO WHICH YOU AGREE OR DISAGREE BY CIRCLING YOUR ANSWER.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q7 **Attending sessions has improved my knowledge of my rights related to OSH**	1	2	3	4	5

Q8 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q9 **Attending sessions has improved my knowledge of my duties related to OSH**	1	2	3	4	5

Q10 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q11 **After attending these sessions, I am able to use my OSH rights better than before**	1	2	3	4	5

Q12 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q13 **After attending these sessions, I am able to carry out my OSH duties better than before**	1	2	3	4	5

Q14 **If you answered with disagree or strongly disagree, can you explain why?**

....

....

Q15 **Can you note any particular example where you used your OSH rights or carried out your OSH duties after having an improved understanding after the training?**

....

....

Thank you for your participation!

GENERAL SURVEY INFORMATION - TO BE FILLED IN BY THE DATA COLLECTOR

Q16 **Date of survey / data collection:** ....

Q17 **Name of surveyor/data collector** *(not applicable of the survey is self-administered or online):*

....

Q18 **Country/location in which the survey took place:** ....

Q19 **Name of survey-supervisor, if applicable:** ....

Q20 **Project title:** ....

Q21 **Timing of the data collection(Please circle your answer):**

(1) Mid of the project

(2) End of the project

Q22 **Name or description of the project intervention(s):**

....

....

Q23 **Workplace in which this data collection takes place:** ....

Q24 **Number of workers employed in this workplace:** ....

3.3.3 Additional information regarding survey questions for KPI 3

3.3.3.1 Additional remarks and questions for the pre-project assessment

▶ Table 3.7 Additional remarks and questions on the Indicator 3 Questionnaire (pre-project)

Question/part	Remarks
Survey introduction	There is a general introduction included in the survey. There is a possibility to add additional information, context, or instructions.
Privacy statement	This statement is included to ensure the privacy of the respondent within the data collection. In CAPI or CATI, it is important to also provide this information to the respondent.
Q1	Respondents need to indicate that they read and understood the privacy statement. If they indicate “no”, the data cannot be used. For CATI and CAPI the survey ends when they answer “no”. No further questions will be asked. In websurveys the survey should be ended when the respondents indicate “no”.
Q2	Respondents who do not identify with “male” or “female” in terms of gender should indicate “non-binary”. No further specifications are made here.
Q3	This question can be either an open-ended question, or a question with multiple choice answers. In the case of multiple choice, a short list of relevant sectors for the project can be included as well as the option “other sector”, please specify (with an open-ended question to complete). Answers to the open-ended questions needs to be coded at data entry (for paper-based, CATI and CAPI) or data cleaning (for websurvey).
Q4	Only a number needs to be provided here.
Q5	This is an open-ended question. Limited data cleaning can be done at data entry or data cleaning to make answers more similar and make data cleaning in a later phase easier.
Q6, Q8, Q10, Q12	Respondents should select only one answer option. For data entry: 1=strongly disagree, 2 = disagree, 3= neutral, 4= agree, 5 = strongly agree.
Q7, Q9, Q11 and Q13	Question only has to be answered when strongly disagree or disagree was chosen in Q6, Q8, Q10, Q12. Open-ended question. Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Q14	Open-ended question Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Questions Q15–Q21 only need to be responded to by the data collector and are the same for all respondents at a given data collection moment.	
Q15	Specify day, month and year. This needs to be added to the data of each respondent at the moment of data collection. In websurveys, this can be programmed to be included automatically in the data.
Q16	Question only needs to be answered in case of paper-based, CATI or CAPI surveys. If only one data collector is involved in the project, this information can be added in the data cleaning phase. If multiple data collectors are involved in the project, this information should be included at the moment of data entry (if this is done by the data collector) or data collection (if data entry is done by a different person).

Q17	This information can be added in the data cleaning phase if it is the same for all respondents within this project.
Q18	This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q19	Specify project title. This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q20	This information needs to be added at the moment of data collection as it can vary within the project.
Q21	This information needs to be added at the moment of data collection as it can vary within the project.

3.3.3.2 Additional remarks and questions on the Indicator 3 Questionnaire (mid-term and post-project)

▶ Table 3.8 Additional remarks and questions on the Indicator 3 Questionnaire (mid-term and post-project)

Question/part	Remarks
Survey introduction	There is a general introduction included in the survey. There is a possibility to add additional information, context, or instructions.
Privacy statement	This statement is included to ensure the privacy of the respondent within the data collection. In CAPI or CATI, it is important to also provide this information to the respondent.
Q1	Respondents need to indicate that they read and understood the privacy statement. If they indicate “no”, the data cannot be used. For CATI and CAPI the survey ends when they answer “no”. No further questions will be asked. In websurveys the survey should be ended when the respondents indicate “no”.
Q2	Respondents who do not identify with “male” or “female” in terms of gender should indicate “non-binary”. No further specifications are made here.
Q3	This question can be either an open-ended question, or a question with multiple choice answers. In the case of multiple choice, a short list of relevant sectors for the project can be included as well as the option “other sector”, please specify (with an open-ended question to complete). Answers to the open-ended questions needs to be coded at data entry (for paper-based, CATI and CAPI) or data cleaning (for websurvey).

Question/part (suite)	Remarks
Q4	Only a number needs to be provided here.
Q5	This is an open-ended question. Limited data cleaning can be done at data entry or data cleaning to make answers more similar and make data cleaning in a later phase easier.
Q6	Only a number needs to be provided here.
Q7, Q9, Q11, Q13	Respondents should select only one answer option. For data entry: 1=strongly disagree, 2 = disagree, 3= neutral, 4= agree, 5 = strongly agree.
Q8, Q10, Q12 and Q14	Question only has to be answered when strongly disagree or disagree was chosen. Open-ended question. Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Q15	Open-ended question. Response needs to be copied (and not coded) at data entry for paper-based surveys, CATI and CAPI.
Questions Q16–Q24 only need to be responded to by the data collector and are the same for all respondents at a given data collection moment.	
Q16	Specify day, month and year. This needs to be added to the data of each respondent at the moment of data collection. In websurveys, this can be programmed to be included automatically in the data.
Q17	Question only needs to be answered in case of paper-based, CATI or CAPI surveys If only one data collector is involved in the project, this information can be added in the data cleaning phase. If multiple data collectors are involved in the project, this information should be included at the moment of data entry (if this is done by the data collector) or data collection (if data entry is done by a different person).
Q18	This information can be added in the data cleaning phase IF it is the same for all respondents within this project.
Q19	This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q20	Specify project title. This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q21	Indicate at which moment during the project this data collection takes place.
Q22	Specify the interventions that took place at the workplace.
Q23	This information needs to be added at the moment of data collection as it can vary within the project and can be organization specific.
Q24	This information needs to be added at the moment of data collection as it can vary within the project.

3.3.4 Guidelines regarding data entry

In addition to the general instructions for data entry (see Section 2.6), some specific guidelines for the data entry are relevant for this indicator. Many of these guidelines are also included in the table above, which discusses the specificities of each of the survey questions.

a) Data provided by data importer

This data has to be added at the moment of data entry and provide the necessary information to be able to analyse the data properly in a later phase (at aggregate level) and to do some quality controls. The data entry form specifies all the information that must be included and the format in which this must be provided (open field, coded, etc.). Often, much of this information is similar for the survey respondents and can be copied.

Specific guidelines:

✓ If additional information was added in the introduction, also include this in the preserved column.

✓ If there are additional remarks based on the data input for a survey respondent, include this in the preserved spot. This can concern, for example, language issues, questions asked by the respondent, remarks written on the survey by the respondent, reactions/emotional status of the respondent during the survey if relevant (in case of CATI/CAPI).

This is the information gathered from the respondent throughout the survey. The responses of the respondent must be copied without changes or coding by the data importer. Missing information in the answers of the respondents should be left empty in the data entry forms.

However, the following adaptations can be made by at the moment of data entry (or data cleaning):

- For paper-based surveys: if the respondent indicated he/she did not agree with the privacy statement (Q1) but did complete the survey, the further answers to the survey questions should not be entered into the data entry form. By indicating “no” in Q1, the respondent decided not to participate to the data collection. Thus these data cannot be used.
- Translate answers to open questions given in a local dialect to English, French or Spanish. Try to stay as close to the original answer as possibly in the translation.
- For Q3 (sector): if many similar answers are given in the “others” option, these can already be coded into sectors at moment of data entry (or data cleaning).
- Q4 (and Q5 in the mid/post-project version): Only a number needs to be entered.
- For Q7, Q9, Q11, Q13 and Q14 (pre-project version) or Q9, Q10, Q12, Q14 and Q15 (mid-term/post-project version) the responses need to be copied to the data entry form and should not be coded. Translation is allowed if answers are given in local dialects.

b) Data provided by the data collector

This information is included at the moment of data collection and provides relevant information for the further analysis. This information will often be the same for all respondents at a certain data collection moment and for a specific project. Therefore the information can be copied when similar.

3.3.5 Data cleaning

Some data cleaning can be done directly after (or during) data entry. This data cleaning focuses on addressing issues which can best be solved by a data collector who knows the context of the country, project, organization and data collection moment and who understands the local dialects.

Check the following issues:

- Check agreement with privacy statement to assess which observations can be used.
- Code open-ended questions.
- Check open-ended questions and identify potential remarks or comments regarding the survey or problems with the survey completion. Add this information into the data entry form or address issues based on this information.
- Check language are all answers from local dialects translated to English, French or Spanish.
- For questions with answer option, check whether the numeric code for the answer options is used in the data entry form and not the full answer.
- Q5: job function: Limited data cleaning can be done at data entry or data cleaning to make answers more similar and make data cleaning in a later phase easier.

3.3.6 Construction of indicators

KPI No. 3 is the percentage of workers reporting to have an improved understanding of their rights and duties related to OSH issues. Therefore the main focus is on an indicator using the data of the mid-term or post-project measurement.

a) The main indicator

The main indicator can be constructed for a project time period, or the project as a whole. The indicator uses data of the mid-term or post-project version and is constructed as follows:

A. Calculate score of improved understanding:

Improved understanding = average of (Q7, Q9, Q11 and Q13)

This is a value between 1 and 5.

If there are missing values for one of the questions, the average for that respondent needs to be calculated without the question for which no answer was given.

B. Determine cut-off level for “improved understanding”:

The cut-off level is put at 3. **[Depending on how strict the evaluation wants to be this can be put at an average score of 3; 3,5 or 4.]**

Calculate the number of respondents scoring exactly on or above the cut-off level.

C. Calculate number and percentage:

% workers with improved understanding = # workers scoring on or above cut-off level / # workers

b) Disaggregation

In addition, the following disaggregation can be made using the data:

- Gender of respondent: Q2
- Sector: Q3
- Tenure in organization: Q4
- Job function: Q5 (into broad categories of functions)
- Number of training sessions attended: Q6
- Country: Q18
- Project: Q20
- Timing during project: Q21
- Specific trainings/project interventions: Q22
- Workplace: Q23

c) Additional insights next to the indicator

Finally, if preferred, the analysis can be deepened by looking into the following aspects in the data analysis using the open-ended questions:

- Q8, Q10, Q12 and Q14: additional information when respondent indicates not to have improved knowledge or ability.
- Q15: specific examples given by the respondent can make the impact on understanding, knowledge and ability to apply knowledge more specific.

d) Calculating improved understanding using multiple measurements in same workplace

If data were collected before the project started and mid-term or at the end of the project in the same workplaces, a more exact calculation of improved understanding can be made. Since it might be difficult to track workers over measurement moments, these data can be aggregated at the lowest level possible, depending on the data (e.g. workplace level, team level, individual worker).

A. Calculate score of understanding pre-project at lowest aggregated level:

Level of understanding pre-project = average of (Q6, Q8, Q10 and Q12)
(using pre-project data)

This is a value between 1 and 5.

If there are missing values for one of the questions, the average for that respondent needs to be calculated without the question for which no answer was given.

B. Calculate score of understanding mid-term or post-project at lowest aggregated level:

Level of understanding mid-term or post-project = average of (Q7, Q9, Q11 and Q13).
(using mid-term or post-project data)

This is a value between 1 and 5.

If there are missing values for one of the questions, the average for that respondent needs to be calculated without the question for which no answer was given.

C. Calculate improvement of understanding at lowest aggregated level:

For this both data collection moments are used.

Calculate at the lowest aggregated level possible the improvement of understanding:

Improvement of understanding = level of understanding mid-term or post-project –
level of understanding pre-project

When this value is positive, there is an improvement of understanding, when the value is equal or negative, there is no improvement.

A similar calculation can be made at workplace level, using the average levels of understanding for in each workplace pre-project and at the moment of measurement mid-project or post-project, instead of focusing on scores of individual workers.

D. Calculate number and percentage of workers with improved understanding:

% workers with improved understanding = # workers with positive value / # workers

3.4 KPI No. 4: Percentage of workers reporting to have benefitted from the adoption of concrete and documented actions to improve OSH

3.4.1 Indicator fiche – KPI No. 4

The fourth KPI is: **The percentage of workers that report to have benefitted from the adoption of concrete and documented actions to improve OSH (by country, sector, sex, and in relation to COVID-19).** This KPI can be used to measure the impact of concrete actions or interventions in specific workplaces or specific groups of workplaces. The KPI can be applied for one specific intervention, or for multiple or all interventions.

Table 3.9 below provides detailed information on this KPI, such as the target population, definitions for important concepts and terminology in the KPI, information on the levels of disaggregation, sampling and data collection as well as data analysis for this KPI. Some of these elements (e.g. data collection, data analysis) will be specified further throughout this chapter.

▶ Table 3.9 KPI No. 4 — Details

Indicator name	Percentage of workers reporting to have benefitted from the adoption of concrete and documented actions to improve OSH
Objective	**To report on the perceived benefits of concrete and documented actions taken at the workplace for OSH improvement**
Definitions of terms	**Workers** Any person who performs work, either regularly or temporarily, for an employer. Focus is on each individual worker that benefits from the concrete actions introduced in the legal entity (workplace, farm, cooperative, company, organization or similar) **Concrete documented actions** Action(s) implies: measure(s) / improvement(s) / change(s) / factory police(s) / system(s) and processes etc. that aim to reduce exposure to OSH hazards and risks in the workplace. Documented implies: that a document exists which describes and/or systematizes strategies, plans, or activities to improve OSH at the workplace level and is aimed at preventing or mitigating OSH hazards. This can include plans, checklists, registers, forms, photographs, videos, reports, minutes of the meetings, financial records etc. **Definition of "beneficial"** The feedback of the workers regarding the following criteria: ▶ *Awareness:* increase in awareness of the health and safety aspects covered by the implemented action(s) ▶ *Ability:* improved ability to prevent health and safety risks ▶ **Knowledge to prevent:** increase in the knowledge on how to prevent health and safety aspects covered by the implemented action(s) ▶ **Knowledge on how to act when confronted:** increase in knowledge on how to act when confronted with health and safety aspects covered by the implemented action(s) ▶ **Practice:** Improvement in workers actual health and safety situation, in relation to the aspects covered by the implemented action(s)

Indicator name	Percentage of workers reporting to have benefitted from the adoption of concrete and documented actions to improve OSH
Levels of disaggregation	**Gender:** Male, Female, Non-binary **Sector:** open question or multiple choice country/project specific **Country** of the respondent **Job function:** open question **Contract type:** formulation needs to be assessed per country and legal entity
Target population	All workers in workplaces where concrete and documented action(s) were implemented in the frame of the programme
Sampling	Representative sample of workers – e.g. stratified random sample based on job function, gender and workplace of 25 per cent of the population. If possible (depending on workplace size and type of action) it could be considered to address all workers affected by the specific action(s). In small workplaces or in cases were only a small number of workers are affected by the specific action (e.g. less than 25 workers), include all workers to ensure a decent number of responses.
Collection method	**Type :** paper-based survey or websurvey (preferred option), CATI or CAPI if necessary **Timing :** distributed and collected between six and 12 months after implementation of concrete actions **Frequency:** depends on whether assessment will be conducted after implementation of each single action, or if bundles of actions are also considered **Anonymity:** data will be collected at workplace level so anonymity of individuals/ workers can be guaranteed by using, for instance, closed enveloped and/or collection boxes or an anonymous websurvey. Data will be coded in a way that ensures the anonymity but allows for quality assurance and relevant disaggregation where needed
Data analysis, aggregation	**Scores:** an overall score can be calculated using average values **Baseline values:** not necessary here and probably difficult to collect practically

3.4.2 Indicator Questionnaire for KPI 4 – Survey questions

- INDICATOR 4-

PERCENTAGE OF WORKERS REPORTING TO HAVE BENEFITTED FROM THE ADOPTION OF CONCRETE AND DOCUMENTED ACTIONS TO IMPROVE OSH

With this survey we would like to assess the benefit of interventions that were taken at your workplace for OSH improvement. [*possibility to add additional information*]

The survey only takes five minutes to complete and your responses are anonymous. You have the right to refuse participation in this survey.

Privacy statement: We ensure that your answers will remain confidential and will be pooled, thus ensuring that individual responses are not identifiable. There are no wrong answers so you can answer as you feel appropriate. If you have any questions about the privacy and confidentiality, or questions about the survey, you can approach the data collector.

Q1 **I have read and understood the privacy statement** *(Please circle your answer)*

(1) Yes

(2) No

WE WILL FIRST ASK YOU SOME QUESTIONS ABOUT YOURSELF AND YOUR JOB.

Q2 **What is your gender?** *(Please circle your answer)*

(1) Male

(2) Female

(3) Non-binary

Q3 **In what sector you work?** [provide short project specific list of possible sectors]

If other, please specify: ....

Q4 **What is your job function?**

....

Q5 **What contract type do you have?**

(1) Contract of unlimited duration/permanent position

(2) Seasonal / temporary contract / daily work

(3) Apprentice / other training scheme

(4) No contract

(5) Other, please specify:

....

In the last year(s), the following action(s) have been implemented in your workplace: *[specify implemented actions – concrete examples].*

Q6 **I am aware of these actions or interventions, which have been implemented in my workplace.**

(1) Yes

(2) No *(if no, the survey is finished. Thank you for your participation)*

THE FOLLOWING STATEMENTS ARE RELATED TO THESE IMPLEMENTED ACTION(S) IN YOUR WORKPLACE. PLEASE INDICATE FOR EACH STATEMENT THE EXTENT TO WHICH YOU AGREE OR DISAGREE WITH THE STATEMENT BY CIRCLING YOUR ANSWER.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q7 **I find these actions or interventions useful**	1	2	3	4	5
Q8 **Because of this action(s) or intervention(s) I am more aware of ways I can ensure my health and safety at work**	1	2	3	4	5
Q9 **Because of this action(s) or intervention(s), my ability to prevent health and safety risks have improved**	1	2	3	4	5
Q10 **Because of this action(s) or intervention(s), I know better how to prevent health and safety risks**	1	2	3	4	5
Q11 **Because of this action(s) or intervention(s), I know better how to act when confronted with health and safety risks in my work**	1	2	3	4	5
Q12 **Because of this action(s) or intervention(s) my job has less health and safety risks**	1	2	3	4	5

Q13 **Do you have any suggestions how this intervention can be made more useful for your health and safety at the workplace?**

……

Thank you for your participation!

GENERAL SURVEY INFORMATION - TO BE FILLED IN BY THE DATA COLLECTOR

Q14 **Date of survey / data collection:** ....

Q15 **Name of surveyor/data collector** *(not applicable of the survey is self-administered or online):*

....

Q16 **Country/location in which the survey took place:** ....

Q17 **Name of survey-supervisor, if applicable:** ....

Q18 **Project title:** ....

Q19 **Description of concrete implemented action(s) or intervention(s).**

This description can be supplemented with explanatory documents or pictures.

....

....

Q20 **Workplace in which this data collection takes place:** ....

Q21 **Number of workers employed in this workplace:** ....

Q22 **Number of workers affected by the implemented action(s) in this workplace:** ....

3.4.3 Additional information regarding survey questions for KPI 4

▶ **Table 3.10 Additional remarks and questions on the Indicator 4 Questionnaire**

Question/part	Remarks
Survey introduction	There is a general introduction included in the survey. The specific actions implemented at the workplace should be specified in this introduction, so it is clearer for the respondent about which actions the survey is asking their feedback. There is a possibility to add additional information, context, or instructions.
Privacy statement	This statement is included to ensure the privacy of the respondent within the data collection. In CAPI or CATI, it is important to also provide this information to the respondent.
Q1	Respondents need to indicate that they read and understood the privacy statement. If they indicate “no”, the data cannot be used. For CATI and CAPI the survey ends when they answer “no”. No further questions will be asked. In websurveys the survey should be ended when the respondents indicate “no”.
Q2	Respondents who do not identify with “male” or “female” in terms of gender should indicate “non-binary”. No further specifications are made here.
Q3	This question can be either an open-ended question, or a question with multiple choice answers. In the case of multiple choice, a short list of relevant sectors for the project can be included as well as the option “other sector”, please specify (with an open-ended question to complete). Answers to the open-ended questions needs to be coded at data entry (for paper-based, CATI and CAPI) or data cleaning (for websurvey)
Q4	This is an open-ended question. Limited data cleaning can be done at data entry or data cleaning to make answers more similar and make data cleaning in a later phase easier.
Q5	Only one answer option needs to be chosen. Answer options need to be checked on terminology to see whether they cover the regularly used terminology for the specified types of contracts. When ‘Other’ is selected, this can be further specified. This is open-ended and needs to be copied into the data entry form. These answers can be coded into the other categories where possible during data entry or data cleaning.
Before Q6: The next questions focus on the specific actions implemented in the organization. They need to be specified (as in the introduction) again in the survey at this point, before the questions, to make it more clear for the respondents what the focus of the questions is on.	
Q6	If the respondent indicates “no”, the survey is terminated and the respondent is thanked for the participation. This need to be programmed in the websurvey. In paper-based, CATI and CAPI data collection the data collector needs to look into this. If the respondent indicates “no” but answers the next questions as well, these data do not need to be entered into the data entry form.
Q7-Q12	Respondents should select only one answer option.
Q13	Open-ended question. Answers need to be copied into the data entry form without coding.

Question/part (suite)	Remarks
Questions Q14–Q22 only need to be responded to by the data collector and are the same for all respondents at a given data collection moment.	
Q14	Specify day, month and year. This needs to be added to the data of each respondent at the moment of data collection. In websurveys, this can be programmed to be included automatically in the data.
Q15	Question only needs to be answered in case of paper-based, CATI or CAPI surveys. If only one data collector is involved in the project, this information can be added in the data cleaning phase. If multiple data collectors are involved in the project, this information should be included at the moment of data entry (if this is done by the data collector) or data collection (if data entry is done by a different person).
Q16	This information can be added in the data cleaning phase IF it is the same for all respondents within this project.
Q17	This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q18	Specify project title. This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q19	Specify the actions or interventions. This can include references to documents, pictures, etc. that help to explain the action or intervention.
Q20	This information needs to be added at the moment of data collection as it is organization specific.
Q21	This information needs to be added at the moment of data collection as it is organization specific.
Q22	This information needs to be added at the moment of data collection as it is organization specific.

3.4.4 Guidelines regarding data entry

In addition to the general instructions for data entry (see Section 2.6), some specific guidelines for the data entry are relevant for this indicator. Many of these guidelines are also included in the table above, which discusses the specificities of each of the survey questions.

a) Data provided by data importer

This data has to be added at the moment of data entry and provide the necessary information to be able to analyse the data properly in a later phase (at aggregate level) and to do some quality controls. The data entry form specifies all the information that must be included and the format in which this must be provided (open field, coded, etc.). Often, much of this information is similar for the survey respondents and can be copied.

Specific guidelines:

✓ If additional information was added in the introduction, also include this in the preserved column.

✓ If there are additional remarks based on the data input for a survey respondent, include this in the preserved spot. This can concern, for example, language issues, questions asked by the respondent, remarks written on the survey by the respondent, reactions/emotional status of the respondent during the survey if relevant (in case of CATI/CAPI).

b) Data from the respondent

This is the information gathered from the respondent throughout the survey. The responses of the respondent must be copied without changes or coding by the data importer. Missing information in the answers of the respondents should be left empty in the data entry forms.

However, the following adaptations can be made by at the moment of data entry (or data cleaning):

- For paper-based surveys: if the respondent indicated he/she did not agree with the privacy statement (Q1) but did complete the survey, the further answers to the survey questions should not be entered into the data entry form. By indicating “no” in Q1, the respondent decided not to participate to the data collection. Thus these data cannot be used.
- Translate answers to open questions given in a local dialect to English, French or Spanish. Try to stay as close to the original answer as possibly in the translation.
- For Q3 (sector) and Q5 (contract type): if many similar answers are given in the “others” option, these can already be coded into sectors at moment of data entry (or data cleaning).
- For Q4 (job function): if many similar answers are given, these can already be coded into sectors at moment of data entry (or data cleaning).
- For Q13: the responses need to be copied to the data entry form and should not be coded. Translation is allowed if answers are given in local dialects.

c) Data provided by the data collector

This information is included at the moment of data collection and provides relevant information for the further analysis. This information will often be the same for all respondents at a certain data collection moment and for a specific project. Therefore the information can be copied when similar.

- For Q19: Specify the actions or interventions. This can include references to documents, pictures, etc which help to explain the action or intervention.

3.4.5 Data cleaning

Some data cleaning can be done directly after (or during) data entry. This data cleaning focuses on addressing issues which can best be solved by a data collector who knows the context of the country, project, organization and data collection moment and who understands the local dialects.

Check the following issues:

- Check agreement with privacy statement to assess which observations can be used.
- Code open-ended questions.
- Check open-ended questions and identify potential remarks or comments regarding the survey or problems with the survey completion. Add this information into the data entry form or address issues based on this information.Check language are all answers from local dialects translated to English, French or Spanish.
- For questions with answer option, check whether the numeric code for the answer options is used in the data entry form and not the full answer.
- Q4 (job function): Limited data cleaning can be done at data entry or data cleaning to make answers more similar and make data cleaning in a later phase easier.
- Q5 (contract type): Limited data cleaning can be done at data entry or data cleaning reorganizing open-ended answers (others option) into the predefined answer option or additional categories where possible.

3.4.6 Construction of indicators

KPI No. 4 is the percentage of workers reporting to have benefitted from the adoption of concrete and documented actions to improve OSH (at their workplace).

a) The main indicator

The main indicator can be constructed for a specific workplace or type of action/intervention or for a time period of the project or the project as a whole (across actions and interventions).

A. Calculate score of “benefitted from actions”:

Score “benefitted from actions” = average of (Q7, Q8, Q9, Q10, Q11 and Q12).

This is a value between 1 and 5.

If there are missing values for one of the questions, the average for that respondent needs to be calculated without the question for which no answer was given.

B. Determine cut-off level for “benefitted from actions”:

The cut-off level is put at 3. **[Depending on how strict the evaluation wants to be this can be put at an average score of 3; 3,5 or 4.]**

Calculate the number of respondents scoring exactly on or above the cut-off level.

C. Calculate number and percentage:

% workers benefitted from actions = # workers scoring on or above cut-off level / # workers

b) Disaggregation

In addition, the following disaggregation can be made using the data:

- Gender of respondent: Q2
- Sector: Q3
- Job function: Q4 (into broad categories of functions)
- Contract type: Q5

- Country: Q16
- Project: Q18
- Specific actions or interventions: Q19
- Workplace: Q20

c) Additional insights next to the indicator

Finally, if preferred, the analysis can be deepened by looking into the following aspects in the data analysis using the open-ended question:

- Q13: additional suggestions on how to furter improve the actions or interventions.

3.5 KPI No. 5: Number and percentage of involved stakeholders that rate engagement in programme activities as being useful to improve OSH outcomes for workers

3.5.1 Indicator fiche for KPI Indicator No. 5

The fifth KPI measures the number and percentage of involved stakeholders that rate engagement in programme activities as being useful to improve OSH outcomes for workers. This KPI aims to measure the broader and more long-term or macro contribution of the project on OSH outcomes for workers at the national, sectoral or global level. It targets the different types of stakeholders of the ILO project and collects input from a wide range of experts. This KPI gives insights of the broader project impact at the end (or halfway) the project duration.

Table 3.11 below provides detailed information on this KPI, such as the target population, definitions for important concepts and terminology in the KPI, information on the levels of disaggregation, sampling and data collection as well as data analysis for this KPI. Some of these elements (e.g. data collection, data analysis) will be specified further throughout this chapter.

▶ Table 3.11 KPI No. 5 — Details

Indicator name	Number and percentage of involved stakeholders that rate engagement in programme activities as being useful to improve OSH outcomes for workers
Objective	Core stakeholders (at global, country or sectoral level) report on the level of usefulness of the engagement in ILO's OSH project activities, in terms of advancing the OSH agenda and improving the OSH outcomes of workers
Definitions of terms	Stakeholders Stakeholders are agencies, organizations, multinational enterprises, groups or individuals who have a direct or indirect interest in a development intervention relating to OSH. At the ILO level the most important stakeholders are its tripartite constituents (Member States, workers' organizations and employers' organizations). For each global project/country (or sector) the most important stakeholders for the implementation of the project are defined: ▶ Government: concerned line ministry and relevant office ▶ Workers' unions and associations ▶ Employers' organizations ▶ Training institutions ▶ Civil society ▶ Development partner/Donor ▶ Multinational Enterprise (MNE) ▶ Academia ▶ Private sector entity ▶ Other: OSH institutions, alliances/networks, professional bodies Engagement ▶ Stakeholders' contribution and commitment to, participation in the process/programme activities, including partnerships, joint consultations, research, advocacy and awareness related activities

Indicator name (suite)	Number and percentage of involved stakeholders that rate engagement in programme activities as being useful to improve OSH outcomes for workers
Levels of disaggregation	**Gender:** Male, Female, Non-binary **Experience level** related to OSH topics/expert level (years of experience: 0–3 years, 4–7 years, over 8 years) **Country** in which project interventions have been implemented **Type of stakeholder:** see categories above
Target population	Stakeholders involved in the project
Sampling	**Sample size:** about 20 respondents, but can vary depending on the number of stakeholders the project works with **Sample type:** random stratified sample, stratified by type of stakeholder **Population:** list of involved stakeholders in the project **Samples** can be different at different measurement moments
Collection method	**Type:** websurvey with mostly open-ended questions. Paper-based survey, CAPI or CATI can also be used if needed **Timing:** linked to project reporting moments at the end of the project. Indicator can also be included in a mid-term or annual reporting **Anonymity:** respondents' personal information will only be known by the data collector to enable creation of random sample and to send out emails to the respective sample **Frequency:** at the end of the project. Projects with a longer duration, and a mid-term evaluation can consider assessing this indicator also mid-term
Data analysis, aggregation	**Open-ended questions** should be analysed qualitatively Insights can be reported aggregated by type of stakeholder **Two "rating questions"** provide a score on a scale from 0 to 10 **Average values per type of stakeholder** should be reported and interpreted in the light of the open-ended questions **Baseline values** are not relevant for this indicator

3.5.2 Survey questions for KPI Indiccator No. 5

- INDICATOR 5-

NUMBER AND PERCENTAGE OF INVOLVED STAKEHOLDERS THAT RATE ENGAGEMENT IN PROGRAMME ACTIVITES AS BEING USEFUL TO IMPROVE OSH OUTCOMES FOR WORKERS

[Project specific introduction: addressing stakeholder and project context. This introduction should be personalized to address the specific type of stakeholder as directly as possible and with the aim to motivate and stimulate their participation.]

With this survey we would like to hear your opinion about your involvement in this ILO programme and your collaboration. Your answers will help to improve this and future programmes and improve collaboration between ILO and their partners.

The survey only takes fifteen minutes to complete and is anonymous. You have the right to refuse participation in this survey.

Privacy statement: We ensure that your answers will remain confidential and will be pooled, thus ensuring that individual responses are not identifiable. There are no wrong answers so you can answer as you feel appropriate. If you have any questions about the privacy and confidentiality, or questions about the survey, you can approach the data collector.

Q1 **I have read and understood the privacy statement** (Please circle your answer)

(1) Yes

(2) No

WE WILL FIRST ASK YOU SOME QUESTIONS ABOUT YOURSELF AND YOUR FUNCTION AND EXPERTISE IN OSH.

Q2 **What is your gender?** (Please circle your answer)

(1) Male

(2) Female

(3) Non-binary

Q3 **What sector/working field do you represent?** ....

Q4 **In what country are you active or for which you are a representative?**

....

Q5 **Which of the following best describes your organization?**

(1) Government: concerned line ministry and/or relevant office

(2) Workers union and associations

(3) Employers' organization

(4) Training institution

(5) Civil society

(6) Development partner/donor

(7) Multinational enterprise (MNE)

(8) Academia

(9) Private sector entity

(10) Other, namely:

.... (Q5_10_others)

Q6 **How many years of work experience do you have of OSH related topics/theme on which you collaborated with the ILO?**

(1) 0 – 3 years

(2) 4 – 7 years

(3) Over 8 years

NOW WE WILL ASK YOU SOME QUESTIONS ABOUT YOUR INVOLVEMENT IN THE OSH PROGRAMME AND HOW YOU EXPERIENCED THE COLLABORATION.

Q7 **In the past year, in which way were you or your organization involved in an OSH ILO programme?** (please select all options which apply to you)

(1) research

(2) training

(3) consultation

(4) policy discussion

(5) developing particular tools

(6) having a direct implementation agreement to implement some project activities

(7) others, please specify: ....(Q7_7_others)

Q8 **How would you rate the level of involvement of yourself or your organization in the ILO programme in the past year? (please circle your answer)**

1. Very Low 2. Rather Low 3. Average 4. Rather High 5. Very High

NOW WE WILL ASK YOU SOME QUESTIONS ABOUT HOW THE IMPACT OF THE CURRENT ILO PROGRAMME ON THE OCCUPATIONAL SAFETY AND HEALTH HAS BEEN USEFUL TO IMPROVE OSH OUTCOMES FOR WORKERS.

Q9 **Do you think the ILO programme has been useful to the advancement of OSH related work in your sector/working field?**

(1) Yes

(2) No

Q10a **If yes: How?**

....

....

Q10b **If no: Why not?**

....

....

Q11 **In your opinion, what changes do you notice? What have you achieved due to your collaboration with the ILO on OSH issues?**

....

....

Q12 **How do you think the ILO can further contribute the improvement of OSH outcomes for workers in the near future?**

....

....

Q13 **How do you think the ILO can further strengthen the collaboration with you/your organization?**

....

....

On a scale for 0 (none) to 10 (very high), how would you rate:

Q14 **The impact of the ILO project in advancing/integrating OSH issues in your organization or field of work?**

....

Q15 **Your satisfaction with the collaboration with ILO in the frame of the ILO project?**

....

Q16 **Do you have additional remarks/suggestions, related to your engagement with the ILO project?**

....

....

Thank you for your participation!

GENERAL SURVEY INFORMATION - TO BE FILLED IN BY THE DATA COLLECTOR

Q17 **Date of survey / data collection:** ……………………………………………………………………………………

Q18 **Name of surveyor/data collector** *(not applicable of the survey is self-administered or online):*

………

Q19 **Country/location in which the survey took place:** ……………………………………………………………

Q20 **Name of survey-supervisor, if applicable:** ………………………………………………………………………

Q21 **Project title:** ……………………………………………………………………………………………………

Q22 **Timing of the data collection(Please circle your answer):**

(1) Mid of the project

(2) End of the project

3.5.3 Additional information regarding survey questions for KPI 5

▶ Table 3.12 Additional remarks and questions on the Indicator 5 Questionnaire

Question/part	Remarks
Survey introduction	There is a general introduction included in the survey. This general introduction should be supplemented by a project-specific introduction addressing stakeholder and project context. This introduction should be personalized somehow to address the (type of) stakeholder more directly and relate clearer to the specific project context to motivate them more to participate.
Privacy statement	This statement is included to ensure the privacy of the respondent within the data collection. In CAPI or CATI, it is important to also provide this information to the respondent.
Q1	Respondents need to indicate that they read and understood the privacy statement. If they indicate "no", the data cannot be used. For CATI and CAPI the survey ends when they answer "no". No further questions will be asked. In websurveys the survey should be ended when the respondents indicate "no".
Q2	Respondents who do not identify with "male" or "female" in terms of gender should indicate "non-binary". No further specifications are made here.
Q3	This is an open-ended question. Limited data cleaning can be done at data entry or data cleaning to make answers more similar and make data cleaning in a later phase easier.
Q4	This is an open-ended question. Limited data cleaning can be done at data entry or data cleaning to make answers more similar and make data cleaning in a later phase easier.
Q5	Only one answer option needs to be chosen. Answer options need to be checked on terminology to see whether they cover the regularly used terminology. When 'Other' is selected, this can be further specified. This is open-ended and needs to be copied into the data entry form. These answers can be coded into the other categories where possible during data entry or data cleaning.
Q6	Only one answer option needs to be chosen.
Q7	Multiple answer options can be chosen. When "others" is selected, this can be further specified. This is open-ended and needs to be copied into the data entry form.
Q8	Only one answer option needs to be chosen. For data entry: 1= very low, 2 = rather low, 3 = average, 4 = rather high, 5 = high.
Q9	Only one answer option needs to be chosen.
Q10a	Question is only asked when "yes" is chosen in Q9. Open-ended question.

Question/part (suite)	Remarks
Q10b	Question is only asked when "no" is chosen in Q9. Open-ended question. Answers need to be copied into the data entry form without coding.
Q11-Q13	Open-ended question. Answers need to be copied into the data entry form without coding.
Q14-15	A score on a scale from 0 to 10 needs to be given.
Q16	Open-ended question. Answers need to be copied into the data entry form without coding.
Questions Q17-22 only need to be responded to by the data collector and are the same for all respondents at a given data collection moment.	
Q17	Specify day, month and year. This needs to be added to the data of each respondent at the moment of data collection. In websurveys, this can be programmed to be included automatically in the data.
Q18	Question only needs to be answered in case of paper-based, CATI or CAPI surveys. If only one data collector is involved in the project, this information can be added in the data cleaning phase. If multiple data collectors are involved in the project, this information should be included at the moment of data entry (if this is done by the data collector) or data collection (if data entry is done by a different person).
Q19	This information can be added in the data cleaning phase IF it is the same for all respondents within this project.
Q20	This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q21	Specify project title. This information can be added in the data cleaning phase as it is the same for all respondents within this project. This data needs to be included in the data file to allow for data cleaning, quality control and analysis at the aggregate level.
Q22	Indicate at which moment during the project this data collection takes place.

3.5.4 Guidelines regarding data entry

In addition to the general instructions for data entry (see Section 2.6) some specific guidelines for the data entry are relevant for this indicator. Many of these guidelines are also included in the table above, which discusses the specificities of each of the survey questions.

a) Data provided by data importer

This data has to be added at the moment of data entry and provide the necessary information to be able to analyse the data properly in a later phase (at aggregate level) and to do some quality controls. The data entry form specifies all the information that must be included and the format in which this must be provided (open field, coded, etc.). Often, much of this information is similar for the survey respondents and can be copied.

Specific guidelines:

✓ If additional information was added in the introduction, also include this in the preserved column.

✓ If there are additional remarks based on the data input for a survey respondent, include this in the preserved spot. This can concern, for example, language issues, questions asked by the respondent, remarks written on the survey by the respondent, reactions/emotional status of the respondent during the survey if relevant (in case of CATI/CAPI).

b) Data from the respondent

This is the information gathered from the respondent throughout the survey. The responses of the respondent must be copied without changes or coding by the data importer. Missing information in the answers of the respondents should be left empty in the data entry forms.

However, the following adaptations can be made by at the moment of data entry (or data cleaning):

- For paper-based surveys: if the respondent indicated he/she did not agree with the privacy statement (Q1) but did complete the survey, the further answers to the survey questions should not be entered into the data entry form. By indicating "no" in Q1, the respondent decided not to participate to the data collection. Thus these data cannot be used.
- Translate answers to open questions given in a local dialect to English, French or Spanish. Try to stay as close to the original answer as possibly in the translation.
- For Q3 (sector) and Q5 (organisation type): if many similar answers are given in the "others" option, these can already be coded into sectors at moment of data entry (or data cleaning).
- For Q13: the responses need to be copied to the data entry form and should not be coded. Translation is allowed if answers are given in local dialects.

c) Data provided by the data collector

This information is included at the moment of data collection and provides relevant information for the further analysis. This information will often be the same for all respondents at a certain data collection moment and for a specific project. Therefore the information can be copied when similar.

3.5.5 Data cleaning

Some data cleaning can be done directly after (or during) data entry. This data cleaning focuses on addressing issues which can best be solved by a data collector who knows the context of the country, project, organization and data collection moment and who understands the local dialects.

Check the following issues:

- Check agreement with privacy statement to assess which observations can be used.
- Code open-ended questions.
- Check open-ended questions and identify potential remarks or comments regarding the survey or problems with the survey completion. Add this information into the data entry form or address issues based on this information.
- Check language are all answers from local dialects translated to English, French or Spanish.
- For questions with answer option, check whether the numeric code for the answer options is used in the data entry form and not the full answer.
- Q3 (sector) and Q4 (country): Limited data cleaning can be done at data entry or data cleaning to make answers more similar and make data cleaning in a later phase easier.
- Q5 (organization): Limited data cleaning can be done at data entry or data cleaning reorganizing open-ended answers (others option) into the predefined answer option or additional categories where possible.

3.5.6 Construction of indicators

KPI No. 5 is the number and percentage of involved stakeholders that rate engagement in programme activities as being useful to improve OSH outcomes for workers. This KPI provides other information than the other KPIs discussed above since input is collect through more open-ended questions. Thus the analysis also requires a different approach. Some numbers can be calculated, but the main insights will be gained from the open-ended questions.

a) Figures on the engagement in the ILO programme and perceived usefulness

Questions **Q14** and **Q15** ask the stakeholder to rate the **impact of the ILO programme** (Q14) and the **collaboration with the ILO** (Q15) on a scale from 0 to 10.

These questions can be analysed individually to get numbers on these aspects. Mainly average scores can be calculated for different groups of stakeholders (Q5), depending on the way the stakeholder was involved in the programme (Q7) or depending on the stakeholder’s level of involvement (Q8).

Score on impact of ILO programme = average (Q14)

Score on collaboration with ILO = average (Q15)

If preferred a cut-off level can be determined (e.g. 7/10 or 8/10) and the number and percentage of stakeholders scoring on or above this cut-off level can be calculated and reported. However, it seems more interesting to report the average scores on these elements.

Next to these scores, questions **Q9** can be used to calculate a **number and percentage of stakeholders who think the ILO programme was useful** to the advancement of OSH-related work in their sector. Since this is a simple yes/no questions, the calculation is also simple:

Number of stakeholders that think the programme is useful = # stakeholders that indicate "yes"

Percentage of stakeholders that think the programme is useful = # stakeholders that indicate "yes" / # stakeholders that participated in the survey

b) Analyse open-ended questions to get more insights

Analysing the open-ended questions will allow to better understand and interpret the numbers that can be calculated (see a, above) and to get more concrete suggestions and insights on the impact of the programme and the collaboration with different stakeholders.

The six open-ended questions allow to look at these different aspects for the project, but also to further analyse this for groups of stakeholders (Q5), different types of involvement in the programme (Q7) and level of involvement (Q8).

- Q10a and Q10b allow to get further insights on why and how the programme was evaluated as useful or not useful.
- Q11 will provide specific examples of the impact of the collaboration for the stakeholder: changes they noticed or things they achieved linked to the collaboration.
- Q12 provides suggestions for further improvement of the OSH outcomes for workers.
- Q13 looks at suggestions to strengthen the collaboration between the ILO and the stakeholder(s)
- Q16 can provide additional remarks, suggestions and insights on the collaboration with the ILO, the engagement of the stakeholder in the programme, etc.

c) Disaggregation

To get more insights on the elements that might play a role in the evaluation of the impact, collaboration, usefulness, etc., the following disaggregation can be made in the analysis of both the closed and open-ended questions, using the following data:

- Gender of respondent: Q2
- Sector/working field: Q3
- Country they are active in: Q4
- Work experience: Q6
- Project: Q21
- Timing of data collection within project: Q22

**Labour Administration,
Labour Inspection and Occupational
Safety and Health Branch
Governance and Tripartism Department
International Labour Office**

Route des Morillons, 4
CH-1211 Geneva 22
Switzerland

T: +41 (0) 22 799 6715
F: +41 (0) 22 799 6878

E: labadmin-osh@ilo.org
ilo.org/safety-health-for-all