

Safety & Loss Control Opinion Survey

Management

This questionnaire can be used to obtain an impression about the way people participate in – and feel about – the safety activities of the organization.

Questions have been developed at three organizational levels: (1) senior and middle management, (2) direct supervision and (3) operational employees. To a large extent questions are the same going from one group to the other.

I have used these questionnaires in conjunction with audits that I used to do with the International Safety Rating System. The surveys done with these questionnaires were done prior to visiting the location to audit and that way I already had quite a bit of information before going to the actual site.

By comparing the responses from the three groups an impression can be obtained about the way the safety program is working in your organization. If all works well then there should only be minor differences between the three levels. If differences are substantial then the conclusion may be that the safety activities are not properly identified, communicated and/or carried out.

If differences between organizational groups are substantial, you may wish to carry out a safety audit to further identify strength and weaknesses. Other activities may include a 16-step rating to identify weaknesses in the overall process to obtain (safety) results

These overall results of these opinion surveys will probably run parallel to the results of the Loss control Maturity Profile evaluation which is better suited for classroom activities. The opinion surveys will provide more detailed information about the way several main safety program activities run in the organization.

1. How often, in communication with your people, do you refer to the safety policy/program/guidelines of your organization?
 - a. weekly
 - b. monthly
 - c. annually
 - d. never

2. Have your safety responsibilities been clearly defined?
 - a. yes
 - b. no

3. How often do you participate in safety meetings with operational personnel
 - a. weekly
 - b. monthly
 - c. once per quarter
 - d. annually
 - e. never

4. How often do you participate in planned inspections concerning the part of the organization under your responsibility?
 - a. weekly
 - b. monthly
 - c. once per quarter
 - d. annually
 - e. never

5. To what extent are your safety activities part of your (annual) appraisal?
 - a. none
 - b. 0 – 10 %
 - c. 11 – 20 %
 - e. more than 20 %
 - f. don't know

6. In which specific safety activities do you participate? (These are activities that are not part of your normal job.)
 - a. none
 - b. specific activities are:

7. What is your opinion about the way the following people in your organization feel about safety:

	Not					Very
	Important					important
a. operational employees	0	2	4	6	8	10
b. supervision	0	2	4	6	8	10
c. middle and senior management	0	2	4	6	8	10

8. How do you feel about the quality of the safety program of your organization?

	Non					Excellent
	existent					
	0	2	4	6	8	10

9.a.	Do you know that work can be interrupted or refused in case of hazardous conditions ?	a. yes b. no				
9.b.	If “yes”, do you know the work interruption/refusal procedure ?	a. yes b. no				
10.	What do you feel are the main causes of accidents that have occurred in your department or organization?	Not Important			Very important	
	a. unsafe acts of operational employees	0	2	4	6	8 10
	b. unsafe conditions of materials, equipment or work environment	0	2	4	6	8 10
	c. inadequate or insufficient training/instruction	0	2	4	6	8 10
	d. improper man – machine relation	0	2	4	6	8 10
	e. fatigue – monotonous work – stress	0	2	4	6	8 10
	f. use of alcohol, drugs, medication	0	2	4	6	8 10
	g. improper design of tools/equipment	0	2	4	6	8 10
	h. inadequate maintenance	0	2	4	6	8 10
	i. purchasing of unsafe tools, equipment etc.	0	2	4	6	8 10
	j. inadequate supervisory quality	0	2	4	6	8 10
	k. lack of management interest	0	2	4	6	8 10
	l. inadequate communication	0	2	4	6	8 10
	m. improper motivation of operational personnel	0	2	4	6	8 10
	n. improper motivation of direct supervision	0	2	4	6	8 10
	o. improper motivation of middle/senior management	0	2	4	6	8 10
	p. insufficient quality of safety department	0	2	4	6	8 10
	q. insufficient/improper safety rules/guidelines	0	2	4	6	8 10
	r. inadequate machine guarding	0	2	4	6	8 10
	s. improper machine controls	0	2	4	6	8 10
		Inadequate				Excellent
11.	How do you rate the safety training that you received when you joined the organization?	0	2	4	6	8 10
12.a.	How long ago did you receive the last safety training?					
	a. last quarter					
	b. last year					
	c. 2-3 years ago					
	d. > 3 year ago					
		Inadequate				Excellent
12.b.	How do you rate the quality of that training?	0	2	4	6	8 10

- 13.a. Do you know that you have to report unsafe conditions' a. yes
b. no
- 13.b. If "yes" do you know how to do that? a. yes
b. no
- 13.c. How do you think has the responsibility to correct unsafe conditions at the work floor? a. senior management
b. safety coordinator
c. maintenance
d. supervisor
e. don't know
14. How often are you informed about the status of the inspection program of your department or unit? a. monthly
b. once per quarter
c. semi-annual
d. annually
e. never
15. When was the last time you were involved in the investigation/analysis of an injury or damage accident? a. last quarter
b. last year
c. don't know
d. never been involved
16. Have you ever had instruction in concerning the investigation of injury or damage accidents? a. yes
b. no
17. How often are you informed about the status (quality and extent of reporting) of the accident investigation program of your organization or unit? a. monthly
b. once per quarter
c. semi-annually
d. annually
e. never
18. Do you participate in emergency plan exercises? a. yes
b. no
- If "yes", when was the last time this happened? a. last month
b. last quarter
c. last year
d. don't know
e. does not happen

19. When was the last time you received accident statistics of your organization, department or unit?
- f. last month
 - g. last quarter
 - h. last year
 - i. don't know
 - j. does not happen
20. How do you rate the use of personal protective equipment (PPE) by:
- | | Inadequate | | | | | Excellent |
|------------------------------|------------|---|---|---|---|-----------|
| a. operational personnel? | 0 | 2 | 4 | 6 | 8 | 10 |
| b. supervision? | 0 | 2 | 4 | 6 | 8 | 10 |
| c. middle/senior management? | 0 | 2 | 4 | 6 | 8 | 10 |
| d. contractors? | 0 | 2 | 4 | 6 | 8 | 10 |
21. How often are you informed about compliance with PPE rules in your organization, department or unit?
- a. monthly
 - b. once per quarter
 - c. annually
 - d. never
22. Are chemicals or materials used in your department or unit that represent a health hazard?
- a. yes
 - b. no
 - c. don't know
23. How often do you receive safety/health information concerning materials/chemicals used in your department or unit?
- a. monthly
 - b. once per quarter
 - c. annually
 - d. never
 - e. not applicable
24. Do you regularly read magazines concerning safety/health issues?
- a. yes
 - b. no
- If "yes" which magazines do you read?
- 25.a. Do you periodically undergo medical tests because of your work?
- a. yes
 - b. no
- 25.b. If "yes" how long ago was the last test?
- a. 6 months
 - b. one year
 - c. two years
 - d. five years
 - e. more than 5 years

26. Did you receive information about the results of your last medical test?
 a. yes
 b. no
 c. not applicable
- 27.a. Have you received first aid training?
 a. yes
 b. no
- 27.b. Do you have a valid First Aid diploma?
 a. yes
 b. no
28. Have you received training/instruction concerning individual communication techniques?
 a. yes
 b. no
29. Have you received training/instruction concerning group communication techniques?
 a. yes
 b. no
30. What was the subject of the last safety campaign in your organization?
 a. no campaigns
 b. don't know
 c. the subject was:

31. Do you regularly receive a newsletter of company magazine containing safety subjects?
 a. yes
 b. no

- | | | | | | | | |
|--|--|------|---|---|---|-----|----|
| | | None | | | | All | |
| | | 0 | 2 | 4 | 6 | 8 | 10 |
32. Which percentage of "near-miss accidents" do you think are reported in your department or unit?
- | | | | | | | | |
|--|--|---------------|---|---|---|----------------|----|
| | | Not Important | | | | Very important | |
| | | 0 | 2 | 4 | 6 | 8 | 10 |
33. How important do you find it for the following groups to have knowledge about methods to investigate accidents:
- | | | | | | | | |
|----|------------------------|---|---|---|---|---|----|
| a. | operational personnel? | 0 | 2 | 4 | 6 | 8 | 10 |
| b. | supervision? | 0 | 2 | 4 | 6 | 8 | 10 |
| c. | middle management | 0 | 2 | 4 | 6 | 8 | 10 |
| d. | senior management | 0 | 2 | 4 | 6 | 8 | 10 |

33.a.	How important do you find it for the following groups to have knowledge about the results of accident investigation:	Not Important					Very important	
	e. operational personnel?	0	2	4	6	8	10	
	f. supervision?	0	2	4	6	8	10	
	g. middle management	0	2	4	6	8	10	
	h. senior management	0	2	4	6	8	10	
34.	How important do you find it for the following groups to know how safety inspections are carried out:	Not Important					Very important	
	i. operational personnel?	0	2	4	6	8	10	
	j. supervision?	0	2	4	6	8	10	
	k. middle management	0	2	4	6	8	10	
	l. senior management	0	2	4	6	8	10	
34.a.	How important do you find it for the following groups to know about the results of safety inspections:	Not Important					Very important	
	m. operational personnel?	0	2	4	6	8	10	
	n. supervision?	0	2	4	6	8	10	
	o. middle management	0	2	4	6	8	10	
	p. senior management	0	2	4	6	8	10	
35.	Should work procedures only relate to safety aspects or should they include all possible problems that may occur during the execution of work?							
		a.	only safety					
		b.	all problems					
36.	How much on-the-job training of operational personnel is provided by:	None					All	
	a. experienced colleagues?	0	2	4	6	8	10	
	b. direct supervision?	0	2	4	6	8	10	
	c. training staff personnel?	0	2	4	6	8	10	
37.	Concerning experienced colleagues who provide on-the-job training, to what extent do they:	None				Best	Don't Know	
	a. make use of task procedures/work instructions?	0	2	4	6	8	10	X
	b. make use of effective instruction techniques?	0	2	4	6	8	10	X
	c. motivate people to learn?	0	2	4	6	8	10	X
	d. observe the execution of the work and coach for improvement?	0	2	4	6	8	10	X
	e. Provide tips to do the work safer, better or easier?	0	2	4	6	8	10	X

38.	Concerning direct supervision who provide on-the-job training, to what extent do they:	None				Best	Don't Know
	f. make use of task procedures/work instructions?	0	2	4	6	8	10 X
	g. make use of effective instruction techniques?	0	2	4	6	8	10 X
	h. motivate people to learn?	0	2	4	6	8	10 X
	i. observe the execution of the work and coach for improvement?	0	2	4	6	8	10 X
	j. Provide tips to do the work safer, better or easier?	0	2	4	6	8	10 X
39.	In your department or unit, how is the compliance with:	none					Excellent
	a. safety rules/guidelines?	0	2	4	6	8	10
	b. personal protective equipment rules?	0	2	4	6	8	10
	c. safe work procedures?	0	2	4	6	8	10
40.	How important, do you think do direct supervisors find the compliance with safety rules and instructions?	Not				Very	Don't Know
		0	2	4	6	8	10 X
41.	How often, do you think, do direct supervisors commend their people for complying with safety rules?	a. daily					
		b. weekly					
		c. monthly					
		d. annually					
		e. never					
42.a.	Do you know the purchasing policy of your organization in relation to safety aspects?	a. yes					
		b. no					
42.b.	Do you think that safety is an important item within the purchasing policy?	a. yes					
		b. no					
		c. don't know					
43.	Do you have contacts with suppliers apart form purchasing?	a. yes					
		b. no					
	If "yes" is that part of your function?	a. yes					
		b. no					
	If "yes" does this include items that have never been purchased before?	a. yes					
		b. no					
		a.					

44. Do you (sometimes) make work procedures? a. yes
b. no
- If "yes", do you have these checked by experts regarding safety aspects? a. yes
b. no
- Or do you do that yourself? a. yes
b. no
45. How useful do you consider the safety meetings that take place in your organization? Not Very Do not exist
0 2 4 6 8 10 X
- 46.a. Do you regularly receive information about the cost to your organization of off-the-job accidents? a. yes
b. no
- 46.b. Do you receive other information concerning off-the-job accidents? a. yes
b. no
- 46.c. Would you like to receive information concerning off-the-job safety? a. yes
b. no
47. How well do operational personnel report damages to tools, machines, equipment, buildings, etc.? None All Don'tt know
0 2 4 6 8 10 X
48. If the answer to question 47 is less than 6, what then are the two most important reasons why the reporting is not better?
49. What are the three strongest points of the safety program of your organization?
50. What are the three weakest points of the safety program of your organization?
51. What are the most important things that you do to improve safety?

52. What can be done to better involve operational personnel in safety improvement?
53. What can be done to better involve management and supervision in safety improvement?
54. How useful do you find the safety statistics that you get for improving safety?
- a. I do not get these
55. How is your work in relation to safety measured and evaluated?
- a. This does not happen
56. How do you measure and evaluate the work of your people with regard to safety?
- a. I do not do this
57. Do you have any further comments to make subject the safety efforts of your organization?
- a. No further comments