



Assessment of OSH and Labour Inspectorates Performance

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Why measure performance?

- Inspectorates must demonstrate **efficient** use of the right means
- Authorities and society demand demonstration of success, i.e. **effectiveness**

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Efficiency and Effectiveness

- **Efficiency (Output):**
 - Activities measured against input of resources
- **Effectiveness (Outcome):**
 - Improvement of OSH, ie. less absenteeism, less work related illnesses, less injuries etc



To demonstrate effectiveness is a difficult task

- Many factors influence the OSH situation
- A long time between activity and outcome
- Only few parameters are easily and directly quantitatively measurable
- Many actors beside Labour Inspectorates
- Requires reliable statistics

Difficult to establish an unambiguous cause/effect relation

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Two approaches

- The “Scoreboard model” envisaging the national OSH infrastructure or profile
- The “Assessment model” measuring the performance of LI

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The two models

- Scoreboard model
 - Shows the national OSH infrastructure and its potential
 - Tool for international comparison
 - Easy to implement
 - Does not measure LI performance
- Assessment model
 - Measure LI performance
 - Tool for manager of LI
 - Resource demanding
 - Takes time

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The “Nordic/EU” Scoreboard Model

Purpose of the Scoreboard:

To provide a political follow-up tool for
assessment of the OSH infrastructure and
national policies

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The Scoreboard Model

- The Scoreboard attempts to:
 - Give an overview
 - Highlight similarities and differences
 - Illustrate trends
 - Illustrate the level of national activities and players

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The national OSH infrastructure



D: OSH research

- Systematic collection of info.
- National OSH research policy
- Co-ordination of research inst.
- Dissemination of R&D results
- OSH in education system curric.

A: Function of Labour Inspectorate

- Size and capacity
- Goals and priorities
- Systematic evaluation
- Character of inspection systems
- Training programmes
- Awareness campaigns

C: Measures at enterprise level

- Organised OSH service
- Incentives to promote OSH service
- No. of employees in OSH services
- Other incentives than fines
- OSH – MS

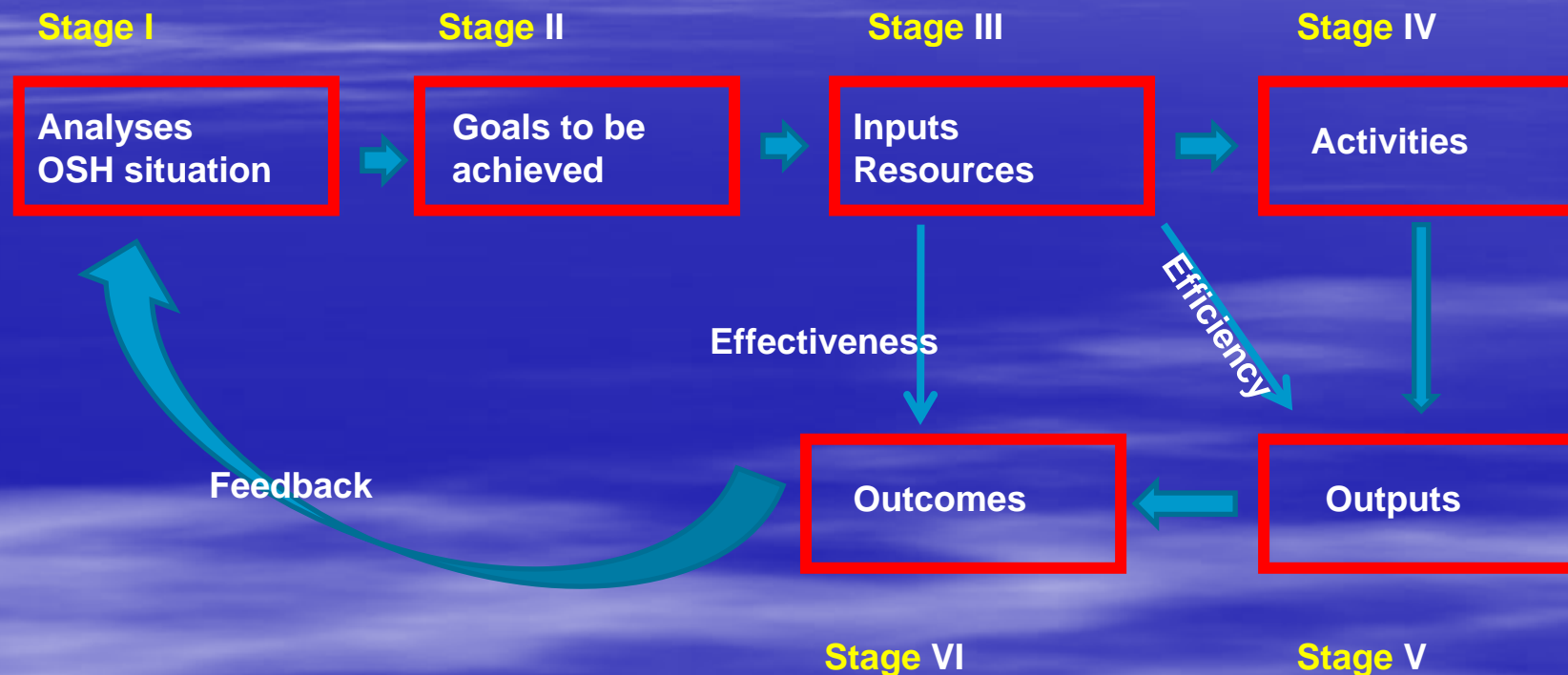
B: Building partnership

- Legal system to ensure co-operation
- Involvement of social partners in strategies
- Guidelines by Social Partners
- OSH authorities and other authorities
- OSH authorities and private institutions

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Assessment of Labour Insp.'s Performance

A conceptual model



Parameters describing each stage must be defined

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The Assessment model

Stage I

Analyses
OSH situation

- Accident rate
- Work related illnesses
- Exposure to chemicals
- Noise levels
- Child labour
- Etc.



The Assessment model

Stage II

Goals to be achieved

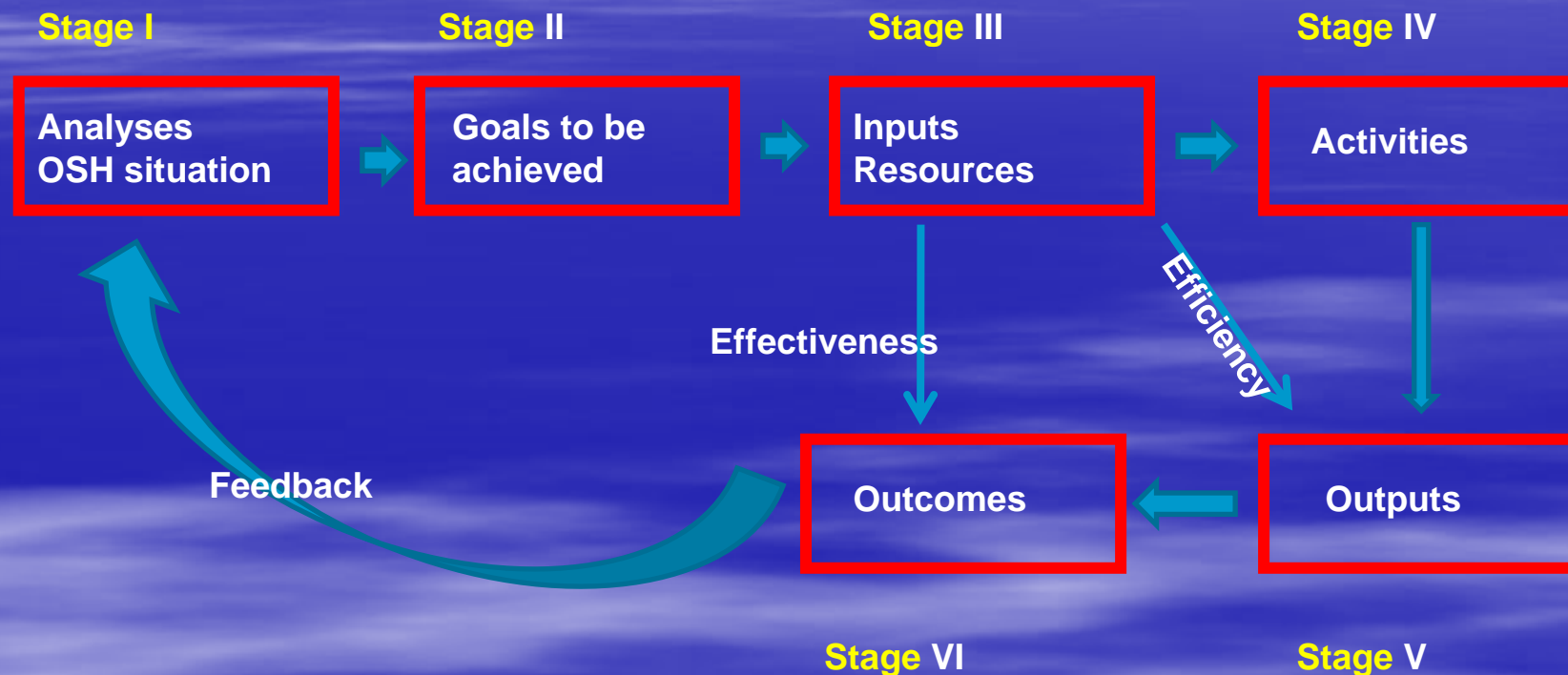
- Reduction of workplace accidents
- Reduction of work related illnesses
- Reduction of noise level
- Reduction of child labour
- Etc

Parameters chosen must be specific and sensitive to changes

If possible the goals should be quantified

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A conceptual model



Parameters describing each stage must be defined

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The assessment model

Stage V

Outputs

Outputs express the **productivity** or the **efficiency** of the LI.

Traditional measurable parameters are:

- Number of inspections
- Number of enterprises visited
- Number of campaigns
- Number of training courses or employees trained
- Number of OSH surveys
- Etc

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The Assessment model

Stage VI

Outcomes

Outcomes: Effect of LI activities

➤ **directly linked to the goals (Stage II)**

Traditionally:

- Accidents
- Absenteeism
- Noise level
- Exposure to chemicals.

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A simple assessment model

Stage VI

Outcomes

If effects can not be measured directly, output might be used as **Indicators for change**

Examples:

- No of improvement notices
- No of cessation of work activities
- No of administrative fines imposed
- Etc

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The assessment model

Stage VI

Outcomes

Other measurable indicators of change might be used:

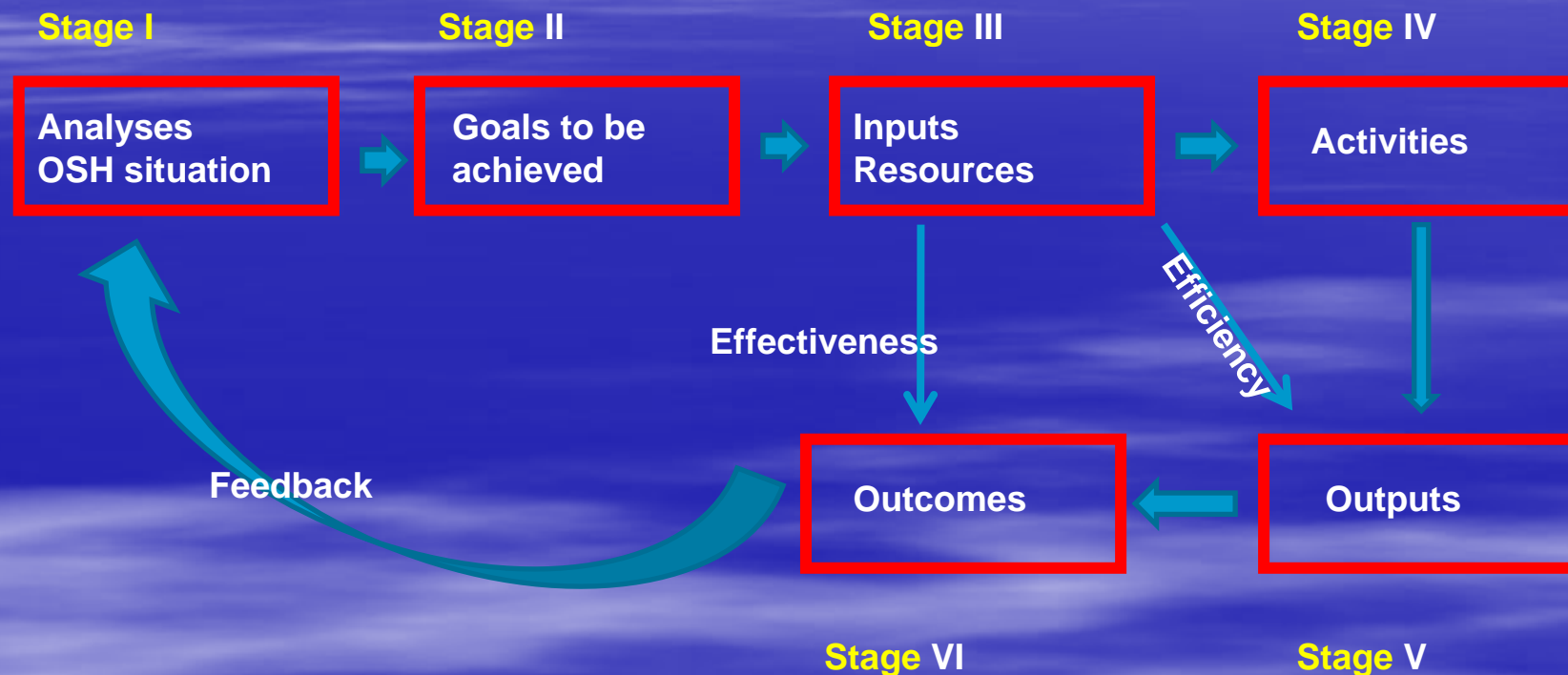
Examples are:

- Level of OSH knowledge
- OSH attitudes
- Cooperation between managers and workers
- OSH-MS

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A conceptual model



Parameters describing each stage must be defined

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Different national approaches

- Methods depend on:
 - Level of OSH culture
 - Traditions of the inspection regime
 - Legislation
 - Availability of reliable statistics

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Slovenian Approach



OSH monitored since 2004 by using
“representative samples.”

➤ 1500 enterprises randomly sampled (1%)

- Risk assessment
- Preventative health examinations
- Training in safe work practices
- Periodical examination of agents
- Use of personal protecting equipment
- Employers obligation to inform workers
- Work equipment testing
- Reports to LI

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Slovenian Approach

- Intention is not to measure performance of LI
- Measuring if some OSH issues are getting improved or worse
- The method gives reliable statistics but does not identify reasons for change

First step on the road to assess the performance of LI

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Evaluation strategy in Denmark

Monitoring OSH development in 7 areas



Setting quantitative goals

OSH areas	Goals(Decrease by 2010)
Accidents	20% in absenteeism
Psychosocial working env.	10% in absenteeism
Noise damaging to hearing	15% in workers exposed
Muscular skeletal disorders	10% in absenteeism

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The Impact Ladder

Rung 7: Improved health/ less absenteeism

7

Rung 6: Reduction of accidents and illnesses

6

Rung 5: Reduction of risks of accidents

5

Rung 4: Better and safer processes

4

Rung 3: Improvement in the OSH - work

3

Rung 2: Change in attitudes at workplace

2

Rung 1: Changes of knowledge at workplace

1

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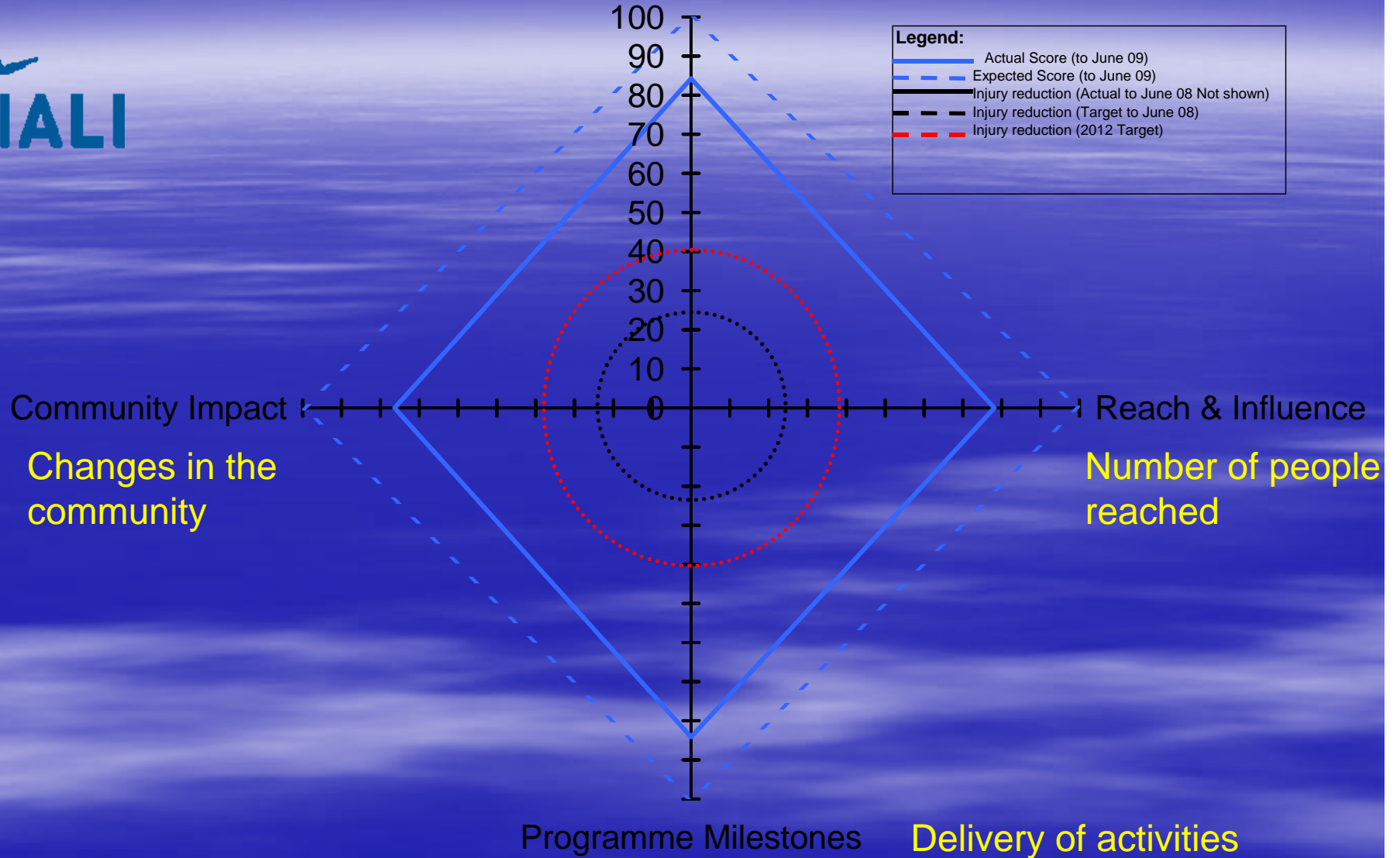
Assessment of OSH in South Australia (SA)

- A Scoreboard has been developed by SWSA (SafeWork South Australia)
- Measurable targets for accidents at work
 - 40% reduction of injuries by 2012
- SWSA assess its own performance both at enterprise and branch level
- Assessment is based on inspections and surveys

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Activity & Impact **Activities by inspectors**



Community Impact
Changes in the community

Reach & Influence
Number of people reached

Programme Milestones
Delivery of activities

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Conclusions and the Way Forward

- **Two Methods:**
 - The “Scoreboard” approach
 - The “Assessment” approach

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Development and application of a Scoreboard Model

- A tool for assessing the national OSH infrastructure and policy
- A tool for improvement of OSH in line with C187
- ILO (in cooperation with IALI) should encourage the implementation

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Development and application of the assessment model

- Regional and international projects and workshops

Handbook of “Good practices”

- A collection of good practices will be beneficial for LIs
- IALI to take an initiative

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Thank you for your kind attention

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