



# WORKPLACE

## Employee Perception Surveys

SAVE A LIFE

PREVENT AN INJURY

IMPROVE YOUR  
BOTTOM LINE

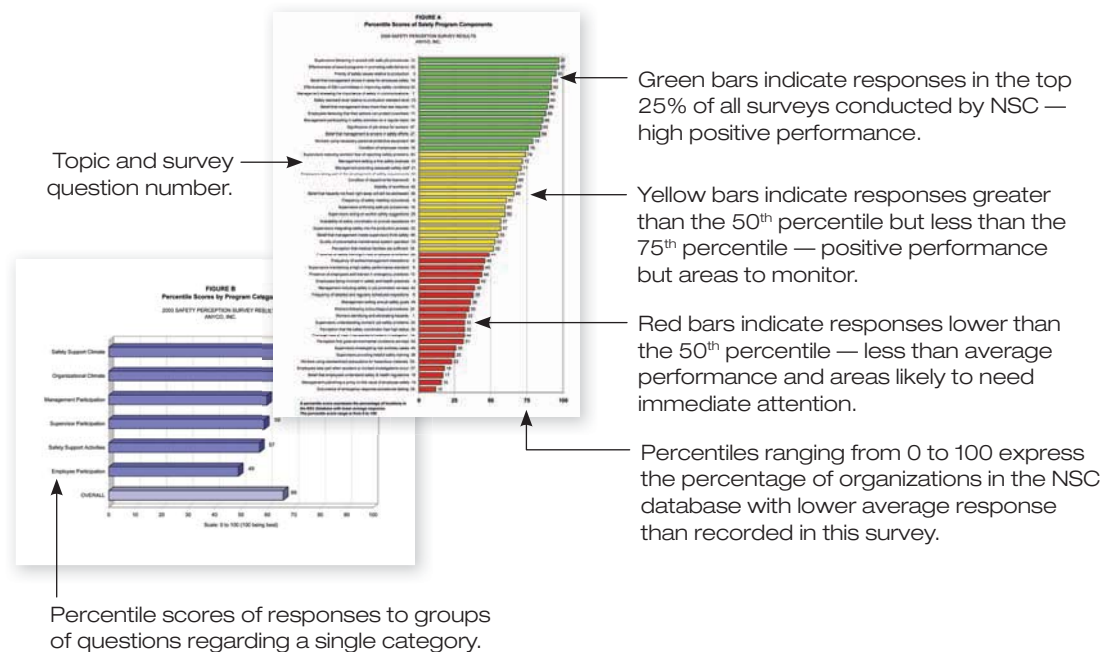
### Scientific tools to evaluate your safety performance and plan for the future

**Employee perception surveys give you the information and insight necessary to gauge and improve your safety performance** — Unlike injury rates, which are lagging indicators on past experience, surveys are leading indicators of future safety performance. With the scientific information they provide, you can evaluate your program, establish priorities, motivate improvement, and monitor performance at multiple sites and locations.

National Safety Council researchers have developed unique employee perception surveys that enable organizations to evaluate their safety and health program from several perspectives. More than just define safety performance data, our in-house staff of research and statistics experts also helps management interpret the meaning behind the numbers. We benchmark your results with surveys done for more than 450 organizations in the National Safety Council's database to give you a perspective on how your situation compares to other operations.

#### What you will learn:

- Accurate, timely assessments of safety program quality
- Identification of strengths and weaknesses as well as a prioritized action plan for improvement
- Support for your employee involvement initiatives
- Baseline for measuring future improvement
- Straightforward and non-intrusive process compared to other measurement tools
- Employees generally recognize the National Safety Council name and trust us as a neutral intermediary



For more information, contact: Terry Miller at (800) 621-7615 x52367, [terry.miller@nsc.org](mailto:terry.miller@nsc.org) or Jonathan Thomas at (800) 621-7615 x52372, [jonathan.thomas@nsc.org](mailto:jonathan.thomas@nsc.org)



For complete information, including reasonable pricing, visit:  
[nsc.org/surveys](http://nsc.org/surveys)

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## **Safety Barometer**

This cost-effective employee perception survey provides an overall assessment of your safety program, identifies problem areas and prioritizes opportunities for improvement. The Safety Barometer survey includes 50 agree/disagree questions on a 5-point scale covering senior management leadership and commitment, supervisory participation, employee involvement, safety programs and activities, and safety and organizational climate. Survey questions can be customized to increase employee comprehension, additional questions can be added, and the National Safety Council can be identified as conducting the survey.

## **Occupational Safety Climate Assessment Report (OSCAR)**

OSCAR includes all the content and assessments of the Safety Barometer and expands the survey to give you a more in-depth evaluation of how well your safety program is working. OSCAR includes 40 additional questions asking employees to rate and rank specific safety programs and activities as to current and future effectiveness. It also includes questions on individual participation in the safety program and exposure to various program elements as well as an open-ended written comments section for specific suggestions and reactions.

## **Business and Safety Integration Survey (BASIS)**

BASIS compares the management of your safety program to management of other activities in your organization. Three separate, matched surveys are specifically designed to collect the views of top/middle management, supervisors and non-management personnel. BASIS covers all topics in the Safety Barometer and OSCAR surveys as well as items designed to assess the integration of safety into the business management system; comparison of business versus safety management practices with respect to leadership, information and analysis, communication, decision making, planning and organization, goal setting, motivation and control.

## **Security Barometer**

Like the Safety Barometer, the Security Barometer provides a quick snapshot of your program from your employees' perspective. Addressing security issues, the Security Barometer survey includes 70 agree/disagree questions on a 5-point scale covering topics such as management leadership and participation, employee participation and preparedness, security management system and support activities, physical or facility design, access control and general security climate.



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contact: Terry Miller at  
(800) 621-7615 x52367,  
[terry.miller@nsc.org](mailto:terry.miller@nsc.org) or  
Jonathan Thomas at  
(800) 621-7615 x52372,  
[jonathan.thomas@nsc.org](mailto:jonathan.thomas@nsc.org)



## EMPLOYEE PERCEPTION SURVEYS SUMMARY

### *Description*

- To help companies find the strengths and weaknesses of their safety programs, the National Safety Council offers a series of standardized safety surveys. These surveys collect feedback about the quality of the company's safety program directly from the employees. Surveys of this type provide a leading indicator of safety program improvement.

### *Survey Process*

- The National Safety Council prints the survey forms specifically for each client. A standard set of questions may be supplemented with additional items of interest to the company. Demographic information can be collected to compare employee subgroups. The client administers the forms, usually in group sessions such as at safety meetings. Completed forms are collected, sealed, and returned to the Council for data entry and analysis. On-line survey administration using an NSC dedicated webpage is also available. A comprehensive results report is issued, and an on-site survey results presentation is an option.

### *Benefits of Using Surveys*

- The surveys give a more accurate and timely indicator of safety program quality than other safety metrics.
- They sort strengths and weaknesses and automatically create a prioritized action plan for improvement.
- They add to company employee involvement initiatives.
- They set a baseline against which to measure future improvement.
- They are relatively straightforward and non-intrusive compared with other measurement tools and interventions.
- Employees generally recognize the name of the National Safety Council and trust it as neutral intermediary.

### *Focus of Analysis*

- The analysis focuses on benchmarking company responses to a proprietary database of over 400 survey users.
- Percentile scores on a scale of 0 to 100 are calculated for each benchmarked survey item based on how the company's average response compares to all other first-time survey users.
- A score of 100 indicates the top score in the database; a score of 0 indicates the lowest; a score of 50 indicates that half the scores are above and half are below the company's score.
- Scores for each component are sorted from highest to lowest, generating a prioritized action plan. (See attached Figures A and B for sample charts).

### *Results Report*

- The report presents information at various levels of detail. Full tabulations are included as appendices. A text section with summary charts and tables is included. The executive summary and conclusions section each summarize the most important information in a page or two.



**Costs**

- The following table represents approximate costs for employee survey projects. A statement of work with specific costs is developed for each client and furnished before the project begins. If more than one location is being surveyed for an organization, separate reports by location or separate analysis by location within one report may increase costs.

Costs		Safety BAROMETER	OSCAR	BASIS
<b>Standard number of questions &amp; administration time</b>		50 Questions 10-15 min	120 Questions 30-40 min	Varies by employment level 131-146 Q 30-40 min
<b>Base cost</b>	(includes data analysis & final report)	\$2,900	\$5,500	\$9,900
<b>Per survey</b>	(includes per employee charge & written comments)	\$7	\$11	\$13
<b>Comparative analysis by employee category</b>	(generally compares management, supervisors & nonmanagement)	Included	Included	Included
<b>Comparative analysis per additional employee subgroup</b>	(typical comparison options include departments, part/full-time, contractor, tenure & age)	\$500	\$1,000	Included
<b>Optional on-site results report presentation by survey researcher</b>	(plus travel expenses billed as incurred)	\$1,500	\$1,500	\$1,500

**Contact**

National Safety Council, Survey Research Services Group  
 Call toll-free (800-621-7615) or e-mail us:

- Terry Miller x52367 [terry.miller@nsc.org](mailto:terry.miller@nsc.org)
- Jonathan Thomas x52372 [jonathan.thomas@nsc.org](mailto:jonathan.thomas@nsc.org)

## EMPLOYEE PERCEPTION SURVEYS

### Introduction

#### *NATIONAL SAFETY COUNCIL SURVEY DEVELOPMENT:*

National Safety Council researchers have developed unique instruments that enable workers to evaluate their organizations' safety, health, and security programs from several perspectives. They include assessment of the general adequacy of the safety, health, and security management systems, program element visibility and effectiveness, level of worker participation, and the degree to which an organization's culture and climate supports its safety, health, and security management systems. The content of National Safety Council surveys has been compiled from many sources, such as:

- National Safety Council staff research into the perceived importance of safety, health, and security management and program practices as rated by top professionals in industry across the nation
- programs of National Safety Council member companies with the best safety and security records
- research comparing the programs of organizations with excellent vs. poor safety and security experience
- numerous safety and security program survey and audit instruments that have been shared with the Council by member companies
- concepts from the OSHA Voluntary Protection Programs
- research investigations of the influence of management style and value systems on an organization's programs and operations
- management concepts typifying the quality assurance programs of Malcolm Baldrige National Quality Awards winners.

***NATIONAL SAFETY COUNCIL DATABASE:***

The National Safety Council has a proven track record of conducting both standard and customized work surveys. Organizations use these surveys to assess safety, health, and security programs and practices and to set and accomplish improvement goals. Since 1989, more than 300 employer clients have conducted National Safety Council surveys to assess their programs and the majority of these users have resurveyed their workers to assess progress.

For safety surveys, National Safety Council researchers have compiled the results of their surveys in a proprietary database that enables organizations to compare their workers' responses with those of workers throughout the nation. As a result, National Safety Council survey data provide both an internal assessment of safety/health programs and practices and an external rating of performance using database parameters. Client organizations routinely use the internal results as a baseline against which to measure progress or lack thereof, and the external rating to establish improvement benchmarks.

The National Safety Council Database compares the results of surveys from over 200 client organizations representing a cross section of industry. The industries represented in the Database include but are not limited to: coal mining, utilities, chemical processing, manufacturing, food processing, petroleum (exploration and refinement), research labs, Department of Energy sites, warehousing, and distribution. Database establishment size is wide ranging from less than 100 employees to greater than 20,000.

***USES OF EMPLOYEE SURVEYS IN GENERAL:***

- Identify and prioritize problem areas
- Increase employee involvement, awareness, responsibility regarding the safety, health, and security programs
- Raise morale
- Establish an early warning system
- Expedite problem solution and program improvement
- Validate management decisions
- Establish baseline measure for possible future re-survey comparison

***EACH RESULTS REPORT TO CONTAIN:***

- Discussion of survey objectives
- Description of survey sample and method of survey administration and data analysis
- Narrative text with summary graphs and tables presenting results by opinion statement
- Discussion of findings, conclusions, and recommendations
- Appendices containing the survey statements and complete response distributions for each statement
- When appropriate, benchmarking service comparing results to National Safety Council Database of responses, generating percentile scores of client employees compared to other survey respondents

***HOW RESULTS ARE USED:***

- Results are displayed in several levels of detail: executive summary; conclusions; text with charts and tables; and detailed appendices
- Text includes charts and tables which list safety or security program components in priority order, giving automatic prioritization of problem areas
- Conclusions based on charts and tables are included with report
- Priority areas can be addressed by interventions identified through several means:
  - a) report identifies various methods
  - b) direct action by management or safety department
  - c) joint safety and health committee or other employee-based groups can assist in identifying interventions and methods
  - d) follow-on work with service providers

***SUPPLIED BY NATIONAL SAFETY COUNCIL:***

- Survey forms for each employee to be surveyed
- National Safety Council envelopes in which to seal completed surveys
- Sufficient copies of results report
- Comparison of significant differences by management/nonmanagement, department, location, or other variables, if desired
- Optional onsite survey results presentation

***PROJECT TIME LINE:***

The following project time line lists the approximate time allotted to various project tasks in a typical customized survey project:

<b>Task</b>	<b>Approximate Time Allotted</b>
Client reviews forms and provides final go ahead for printing	1 week ( <i>Client prerogative</i> )
National Safety Council prints forms and provides forms & response envelopes to client	2 weeks
All completed survey forms are returned to the National Safety Council	4 weeks ( <i>Client prerogative</i> )
National Safety Council provides client with results report	4-6 weeks

***FOUR STANDARD SURVEYS (SEE FOLLOWING PAGES):***

- Safety Barometer
- Occupational Safety Climate Assessment Report (OSCAR)
- Business & Safety Integration Survey (BASIS)
- Security Barometer

## EMPLOYEE PERCEPTION SURVEYS SAFETY BAROMETER

### *OBJECTIVES OF SAFETY BAROMETER SURVEY:*

- Assess overall health of safety management system
- Signal overall problem areas in need of further study or immediate corrective action
- Generate list of safety program components in need of attention in priority order
- Compare responses of employees to averages in National Safety Council Database giving percentile scores
- Compare responses by department/location or employee level
- Provide numeric baseline for possible reassessment in the future using more sensitive measure than injury rates

### *SAFETY BAROMETER SURVEY FORM:*

- 50 agree/disagree questions on a 5-point scale covering topics such as senior management leadership and commitment, supervisory participation, employee involvement, safety programs and activities, safety and organizational climate
- Review of survey form by client with rewording of any questions to increase comprehension by employees.
- Additional questions on topics of importance to client, if desired
- Client logo and National Safety Council logo on survey cover, if desired
- Written comments section

## EMPLOYEE PERCEPTION SURVEYS OCCUPATIONAL SAFETY CLIMATE ASSESSMENT REPORT (OSCAR)

### *OBJECTIVES OF OSCAR SURVEY:*

- Assess overall health of safety management system
- Signal overall problem areas in need of further study or immediate corrective action
- Generate list of safety program components in need of attention in priority order
- Assess visibility of safety programs and activities among employees
- Assess perceived effectiveness of safety programs and activities
- Assess the level of employee involvement in safety activities
- Obtain recommendations for improved safety programs and activities
- Compare responses of employees to averages in National Safety Council Database giving percentile scores
- Compare responses by employee level
- Provide numeric baseline for possible reassessment in the future using more sensitive measure than injury rates

### *OSCAR SURVEY FORM:*

- 50 agree/disagree questions on a 5-point scale covering topics such as senior management leadership and commitment, supervisory participation, employee involvement, safety programs and activities, safety and organizational climate
- More than 40 additional questions requesting respondents to rate and rank specific safety program activities as to current and potential effectiveness
- Questions assessing individual employee participation in the safety program and exposure to various program elements
- Open-ended written comments section for discussion of specific suggestions and reactions
- Review of survey form by client with rewording of any questions to increase comprehension by employees
- Client logo and National Safety Council logo on survey cover, if desired
- Comparison of significant differences by employee subgroups, if desired
- Additional questions on survey form as supplied by client.

## EMPLOYEE PERCEPTION SURVEYS BUSINESS & SAFETY INTEGRATION SURVEY (BASIS)

### *OBJECTIVES OF BASIS SURVEY:*

- Assess overall health of safety management system
- Identify problem areas in need of further study or immediate corrective action
- Generate list of safety program components in need of attention in priority order
- Assess visibility of safety programs and activities among employees
- Assess perceived effectiveness of safety programs and activities
- Assess the level of employee involvement in safety activities
- Obtain recommendations to improve safety programs and activities
- Compare responses of employees to averages in National Safety Council Database giving percentile scores
- Compare responses by employee subgroup
- Provide numeric baseline for possible reassessment in the future using more sensitive measure than injury rates
- Determine the quality and quantity of management and supervisory involvement in their safety roles
- Describe the collective values and norms that guide an organization's management team
- Assess the degree to which the same values and norms used to manage an organization's business are operative in its safety management system
- Highlight inconsistencies between business and safety management at each organizational level
- Provide recommendations about what should be done to improve safety in the context of an organization's total management style

***BASIS SURVEY FORM:***

- Three separate but matched survey forms specifically designed to collect the views of top/middle management, supervisors and nonmanagement
- 50 agree/disagree questions on a 5-point scale covering topics such as senior management leadership and commitment, supervisory participation, employee involvement, safety programs and activities, safety and organizational climate
- More than 40 additional questions requesting respondents to rate and rank specific safety program activities as to current and potential effectiveness
- Questions assessing individual employee participation in the safety program and exposure to various program elements
- Items designed to assess the integration of safety into the business management system
- Compares business versus safety management practices with respect to leadership, information and analysis, communication, decision making, planning and organization, goal setting, motivation, and control
- Open-ended written comments section for discussion of specific suggestions and reactions
- Review of survey form by client with rewording of any questions to increase comprehension by employees
- Client and National Safety Council logo on survey cover
- Comparison of significant differences by various employee groups, if desired
- Additional survey items as provided by client, if desired

## EMPLOYEE PERCEPTION SURVEYS SECURITY BAROMETER

### *OBJECTIVES OF SECURITY BAROMETER SURVEY:*

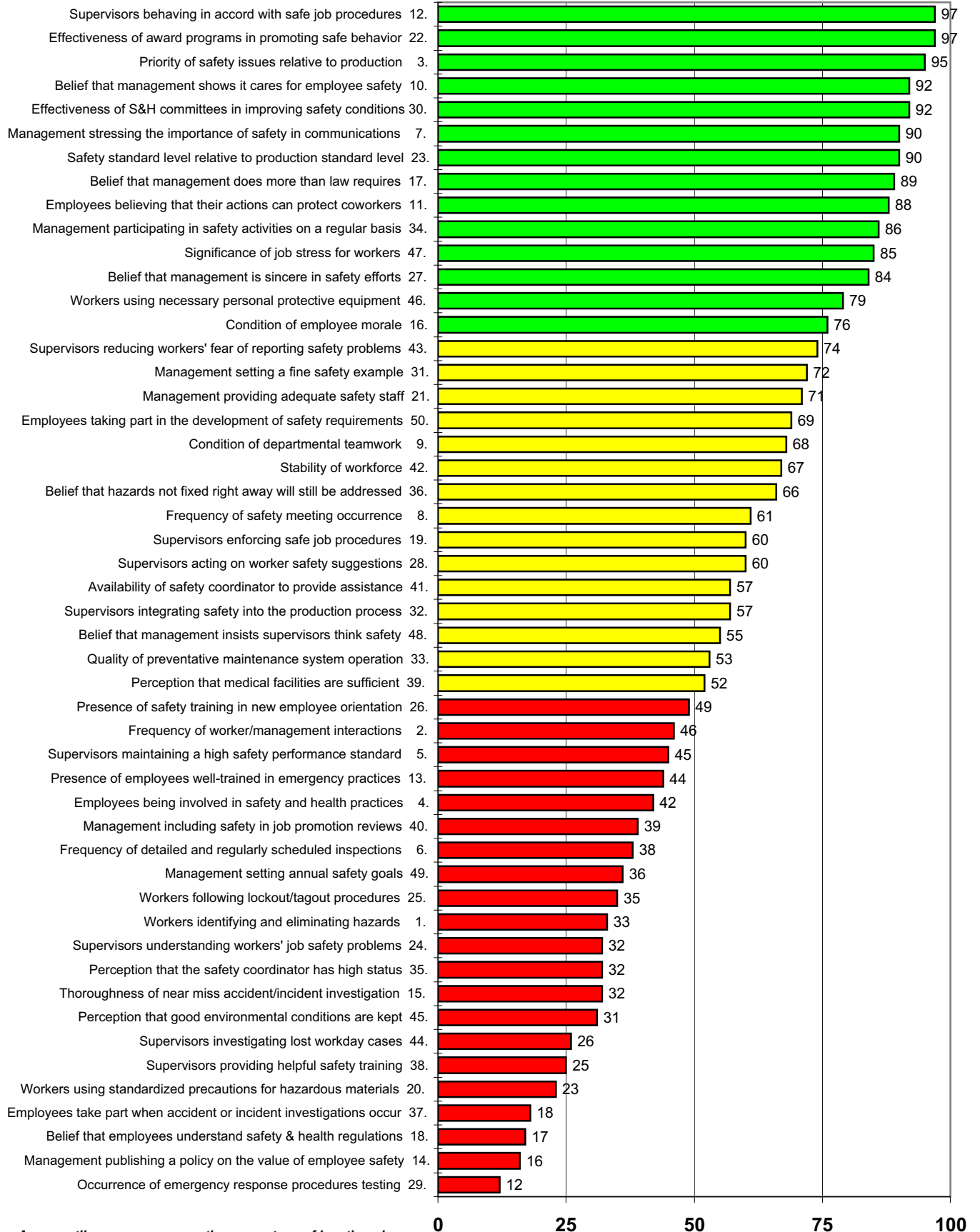
- Assess overall health of security management system
- Signal overall problem areas in need of further study or immediate corrective action
- Generate list of security program components in need of attention in priority order
- Compare responses by department/location or employee level
- Provide numeric baseline for possible reassessment in the future using a sensitive indicator

### *SECURITY BAROMETER SURVEY FORM:*

- 70 agree/disagree questions on a 5-point scale covering topics such as management leadership and participation, employee participation and preparedness, security management system and support activities, physical or facility design, access control, and general security climate
- Review of survey form by client with rewording of any questions to increase comprehension by employees
- Customization of form or additional questions on topics of importance to client, if desired
- Client logo and National Safety Council logo on survey cover, if desired
- Written comments section

## FIGURE A Percentile Scores of Safety Program Components

2009 SAFETY PERCEPTION SURVEY RESULTS  
ANYCO, INC.



**A percentile score expresses the percentage of locations in the NSC Database with lower average response. The percentile score range is from 0 to 100.**

**FIGURE B**  
**Percentile Scores by Program Category**

2009 SAFETY PERCEPTION SURVEY RESULTS  
ANYCO, INC.

