



## Friendly Work Space Job-Stress-Analysis Information and offers

### Versions

FWS Job-Stress-Analysis is available in two versions: *professional* and *free*.

Offers	<i>professional</i>	<i>free</i>
All survey modules selectable (incl. "light")	●	●
Online questionnaire in nine languages	●	●
Create paper questionnaire (in nine languages)	●	
Set up one survey wave	●	●
Set up more survey waves (before/after comparison)	●	
Survey one department (one level)	●	●
Survey multiple departments (multiple levels, functions, store organisational chart)	●	
Result at company level (one global group result)	●	●
Results at sub-levels (department / team / function)	●	
Compare results of various departments / teams / functions with company as a whole	●	
Compare results of one scale across various departments / teams / functions and company as a whole	●	
Duration of access to results	At least two years	At least two months
PDF download of results	●	
Employee feedback with tips	●	●
Information and technical advice	●	
Additional evaluations discounted (see next page)	●	
Costs per <b>invited</b> employee and survey wave	CHF 5.80 excl. VAT	free

### What is FWS Job-Stress-Analysis *professional* suitable for?

- Performing a detailed analysis of existing stressors and resources in various teams / departments / functions
- Comparing different teams / departments / functions
- Monitoring changes (comparing multiple measurement dates)
- Tailoring the questionnaire with various additional evaluations and customisation options (additional questions, paper questionnaire, etc.)

### What is FWS Job-Stress-Analysis *free* suitable for?

- Conducting a pilot FWS Job-Stress-Analysis in a team / department before rolling it out to the entire organisation
- Smaller organisations (10-30 employees)
- Increasing awareness of the topic of stress (events, workshops, etc.)

## Training

If you are not being assisted by an external consultant, we recommend that you attend the training course: "Stress/burnout: identifying staff absences at an early stage".

The aim of the training is to enable you to independently carry out a survey within your company using FWS Job-Stress-Analysis.

Detailed information and registration are available at:

<https://gesundheitsfoerderung.ch/betriebliches-gesundheitsmanagement/fws-academy/weiterbildungskurse/stressburnout-erkennen.html>

## Additional evaluations

If you would like to evaluate other sub-groups in your organisation in addition to the units listed in the organisational chart, you can do this using additional evaluations.

**The following additional evaluations have to be ordered before the survey is activated:**

- Evaluation by function/ activity in your organisation
- Evaluation by location or other criteria/sub-groups
- Organisation specific questions/scales (see below)

**The following additional evaluations (at company level) can be ordered directly in the tool after conclusion of the survey:**

- Management function
- Age category
- Level of employment
- Temporary work contract
- Gender
- Language
- Duration of organisational affiliation
- Shift work
- Forms of job satisfaction (only in the "Fairness & appreciation" in-depth module)

Additional evaluations are also available at sub-unit level (please contact us).

\* **Price: CHF 300** for the first additional evaluation in a wave (CHF 20 for each further evaluation)

## Results in Excel

All results and additional evaluations are also available as an Excel file (please contact us).

\* **Price: CHF 300** for the first Excel file in a wave (CHF 20 for each further file)

## Job stress index

The job stress index shows in a single figure the relationship between the resources and stressors in your organisation and in every team. The index can also be ordered directly in the tool after conclusion of the survey. This figure is useful for annual monitoring and also provides an indication of economic potential.

You can find further information on the job stress index at: <https://healthpromotion.ch/economy/studien-wirkung-bgm/job-stress-index.html>

\* **Price: CHF 300**

## Own questions / scales

It is possible to add your own questions/scales to an FWS Job-Stress-Analysis.

- Only closed questions that use one of the answer categories available in FWS Job-Stress-Analysis can be set.
- The results for these questions are depicted by means of frequency distributions and not using the traffic light system (due to the lack of a benchmark).
- The organisation is responsible for translating its own questions.

**Price: based on time spent (CHF 240/hour)**

\* **When using FWS Job-Stress-Analysis *professional***



# Friendly Work Space Job-Stress-Analysis Order form

## Please complete and return together with pages 4-5 to:

Health Promotion Switzerland, Wankdorfallee 5, 3014 Bern or [fws@promotionsante.ch](mailto:fws@promotionsante.ch)

If you have any questions, please contact your external consultant directly (if applicable) or e-mail [fws@promotionsante.ch](mailto:fws@promotionsante.ch).

### Mailing address

Company name: \_\_\_\_\_

Company stamp (optional):

Street, number: \_\_\_\_\_

Postcode, town/city: \_\_\_\_\_

### Invoicing address

Use mailing address

Different invoicing address:

Company name: \_\_\_\_\_

Street, number: \_\_\_\_\_

Postcode, town/city: \_\_\_\_\_

Reference, which must appear on the invoice: \_\_\_\_\_

### Internal company contact person/project manager for the survey

Title: \_\_\_\_\_ Tel. no.: \_\_\_\_\_

First name: \_\_\_\_\_ E-mail: \_\_\_\_\_

Last name: \_\_\_\_\_ Position: \_\_\_\_\_

### Supervision of the survey by external consultant

Yes  No

Company name: \_\_\_\_\_ Tel. no.: \_\_\_\_\_

First name: \_\_\_\_\_ E-mail: \_\_\_\_\_

Last name: \_\_\_\_\_

**Please select the desired version:**

We would like to use FWS Job-Stress-Analysis *professional* from \_\_\_\_\_.  
*Please enter date*

We would like to use FWS Job-Stress-Analysis *free* from \_\_\_\_\_.  
*Please enter date*

Please contact [fws@promotionsante.ch](mailto:fws@promotionsante.ch) to order additional evaluations (which cannot be ordered directly in the tool) or if you would like to add your own questions/scales.

**Content of the agreement**

The scope of services and settlement of accounts will be carried out as described in “**FWS Job-Stress-Analysis / Information and offers**” (pages 1-2 of this document).

- 1) By signing, the client confirms that he has received and read the **General Terms and Conditions** (pages 6-7 of this document) and agrees to them.
- 2) The client agrees to complete and return the **checklist** (page 5 of this document). By signing, you confirm that you have filled out the checklist completely and truthfully.
- 3) The client confirms that he agrees that Health Promotion Switzerland will not provide raw data. The data will only be made available as an edited report.
- 4) The client hereby confirms that the data gathered by his organisation with FWS Job-Stress-Analysis may be used in anonymised form for research purposes with due regard for data protection legislation.
- 5) Prices are subject to change.

Place, date: \_\_\_\_\_

Signature of company contact person: \_\_\_\_\_  
(Project Manager)

# Friendly Work Space Job-Stress-Analysis Checklist

Before a company or part of a company can be considered ready for FWS Job-Stress-Analysis, all the following questions must be answered with "Yes".

## Planning and resources

- |   |  |                                       |
|---|--|---------------------------------------|
| a. Was the decision to perform the survey made by the responsible decision-makers for the department in question (e.g. the board of management)? Do these individuals endorse the use of FWS Job-Stress-Analysis? | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |
| b. Is the company willing to provide the project management team with sufficient authority and resources to organise and carry out the survey and ensure good returns?  | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |
| c. Will the FWS Job-Stress-Analysis survey be organised using a project plan with defined deadlines, measures, resources and authority?   | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |
| d. Is the company willing to make the qualitative and quantitative resources defined in the project plan available to everyone involved?  | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |

## Interpretation and conclusions

- |  |  |                                       |
|--|--|---------------------------------------|
| e. Do the decision-makers agree that qualified specialists (in stress and occupational psychology, occupational health management, psychological diagnostics or organisational development) may need to be used to interpret the results and draw conclusions for the intervention strategy? | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |
| f. Do the decision-makers understand that the use of FWS Job-Stress-Analysis creates employee expectations with regard to measures to be taken?  | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |
| g. Do the decision-makers understand that the survey results may reveal a need for extensive measures, up to and including organisational development?   | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |

## Information and transparency

- |   |  |                                       |
|---|--|---------------------------------------|
| h. Will all employees be adequately informed about the aims, content, procedure, reporting of results and action planning before the survey is carried out? | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |
| i. Are the decision-makers willing to share the results of the FWS Job-Stress-Analysis survey openly and transparently with all participating employees?    | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |
| j. Will the affected individuals be involved in the development of measures prompted by the results?  | <input type="checkbox"/><br><b>YES</b> | <input type="checkbox"/><br><b>NO</b> |

**Decision-maker:** Place / date: \_\_\_\_\_

First name / last name: \_\_\_\_\_

Function: \_\_\_\_\_

Signature: \_\_\_\_\_



# Friendly Work Space Job-Stress-Analysis General Terms and Conditions (last updated 01.06.2017)

## 11 Scope

- 1.1 These General Terms and Conditions govern the content and handling of agreements with Health Promotion Switzerland.
- 1.2 The partners reserve the right to enter into written agreements that vary from these terms and conditions.

## 2 Coming into effect and duration of agreement

- 2.1 The agreement comes into effect when the signed order form is received by Health Promotion Switzerland. Before an account can be enabled on [www.fws-jobstressanalysis.ch](http://www.fws-jobstressanalysis.ch) we also require "FWS Job-Stress-Analysis checklist".
- 2.2 The duration of the agreement depends on the FWS Job-Stress-Analysis version being used.
- 2.3 When a FWS Job-Stress-Analysis *professional* account expires the account is downgraded to the FWS Job-Stress-Analysis *free* version.

## 3 Deadlines

- 3.1 Health Promotion Switzerland shall render the service in accordance with the agreed deadlines.

## 4 Payment terms

- 4.1 There is no charge for using FWS Job-Stress-Analysis *free*. It is possible to upgrade to FWS Job-Stress-Analysis *professional*. The upgrade only takes effect for a new survey wave.
- 4.2 For FWS Job-Stress-Analysis *professional*, services must be paid for in advance for the agreed agreement period within 20 days of receipt of the invoice.
- 4.3 Special evaluations must be paid for in advance within 20 days of receipt of the invoice.

## 5 Guarantee / Liability

- 5.1 Health Promotion Switzerland guarantees that its services will be rendered with all due care and in line with current scientific and technological standards. Health Promotion Switzerland accepts no responsibility for inapplicable results resulting from inadequate planning or execution by the client's project managers.
- 5.2 Any complaints must be made within 10 days of the service being rendered. In the event of a justified complaint, the defect will be remedied within an appropriate time frame. In all other respects, guarantees are based on legal requirements.
- 5.3 Health Promotion Switzerland accepts no responsibility for secondary or indirect damages.

## 6 Data protection

- 6.1 All data connected with evaluations or other services will be treated with confidentiality by Health Promotion Switzerland.
- 6.2 FWS Job-Stress-Analysis *professional*: Access to stored data (in anonymised form) is guaranteed for the duration of the agreement (2 years).  
FWS Job-Stress-Analysis *free*: Access to stored data (in anonymised form) is guaranteed for the duration of the agreement (2 months).
- 6.3 All data produced in connection with FWS Job-Stress-Analysis surveys is stored, including data that is over 2 years old. Long-term data comparisons are only possible with FWS Job-Stress-Analysis *professional*.
- 6.4 If the agreement is not renewed after expiry, the data will no longer be available for evaluation purposes. The data will only be made available or published as an edited report.

## **7 Confidentiality**

- 7.1 The parties to the agreement will treat in confidence all results which are not obvious or generally available. Confidentiality must be ensured from before the time when the agreement comes into effect until the contractual relationship is terminated. This confidentiality requirement is subject to legal disclosure requirements.

## **8 Proprietary rights**

- 8.1 All documents made available and used remain the intellectual property of Health Promotion Switzerland. It is prohibited to reproduce documents, the tool, questionnaires or other resources either in whole or in part.
- 8.2 All proprietary rights relating to the intellectual property are reserved by Health Promotion Switzerland.

## **9 Final clauses / Applicable law and place of jurisdiction**

- 9.1 To be valid, amendments to the agreement must be in writing and be signed by both (or all) parties.
- 9.2 The relevant agreement, these terms and conditions, and subsidiarily the provisions of the Swiss Code of Obligations apply.
- 9.3 The place of jurisdiction is Bern.