



Know exactly where
the trouble is.

Before you invest – investigate: the healthReport® from fit im job.

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As described in Case 4, health has risen greatly in importance in AXA Winterthur in recent years. But even though management is committed, unlimited resources are not available. Therefore before broad intervention it is necessary to analyse the existing problems or identify areas which are particularly under pressure, in order to subsequently be able to prioritise effectively.

AXA Winterthur and fit im job therefore conducted a healthReport® online in 2007 in the departments IT, Life and HR, which was answered by over 700 employees (feedback rate 80%). The analysis tool designed by industrial psychologists and experts in areas of workplace health promotion covers the following dimensions:

- Health behaviour (exercise, nutrition, relaxation, balance)
- State of health (mental state, physical complaints)
- Mental strain (workload/stress/burnout risk/job content)
- Sociocultural environment (conduct, social skills)
- Productivity in everyday life (information processing, teamwork, presenteeism)

The survey in 2007

The results spoke of classical complaints due to working with computers such as neck and shoulder tension, back pain or burning eyes. The stress-related symptoms such as inner restlessness, nervousness, sleep disorders, irritability and tiredness clearly correlated with the workload which was felt to be high.

The second survey in 2008

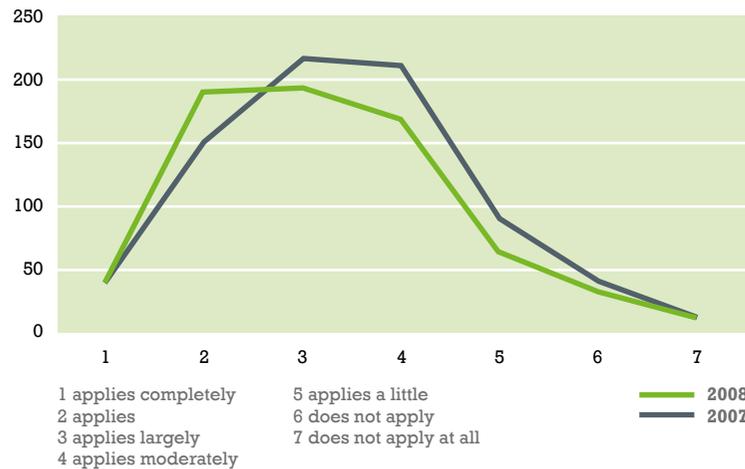
1 1/2 years after the implementation of the actions described in Case 4 the impact of all interventions were evaluated with the same 'healthReport®'. And the second survey revealed sensational results such as up to 40% less physical complaints. At the same time, the indicators for burnout risks were also lowered. The values were now in line with the normal average for larger Swiss service companies and also correspond with surveys for the whole of Switzerland.



Comparison of results from the first and second surveys

In percentages, these questions were answered with:

	“permanent” to “now and then” in percent	
	2007	2008
Concentration difficulties	33,0	26,0
Inner restlessness, nervousness	43,5	32,5
Digestion problems	27,1	20,1
Burning eyes	36,0	29,6
Irritability	42,9	31,7
Tiredness, exhaustion	51,8	39,4
Headaches	34,6	27,2
Neck and/or shoulder tension/pain	51,5	41,5
Sleep disorders	36,6	31,7
Back tension/pain	41,5	35,4



All of the measures implemented had a positive impact not least of all on the life-work balance: Compared to 2007, in 2008 many more employees marked the statement “My life is in harmony between private environment, professional environment and health factors” with “applies completely”.



Company
AXA Winterthur

Number of participants
780 employees

Starting position
Identify areas of risk and set priorities. As unlimited funds were not available, surveys are a central concern.

fit im job solution
All of the modules for a health survey:

- Health behaviour
- State of health
- Mental strain
- Sociocultural environment
- Productivity in everyday life

Result
Up to 40% less physical complaints.
Lower values for indicators of burnout risks.