Samarbete mellan kund och företagshälsovård

Mekanismer av betydelse för förebyggande arbetsmiljöarbete

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Abstract

According to the Work Environment Act, employers should, when there is lack of knowledge and competence regarding the occupational health and safety management (OHSM), employ an occupational health service (OHS) provider or comparable resource. Research on how this collaboration works is however limited. The purpose of the thesis is to investigate whether the OHS provider serves as support in the customer's preventive OHSM and to identify which mechanisms are important for the collaboration between the OHS provider and customer. The data collection in the four qualitative case studies was conducted using semi-structured and thematic interviews, telephone interviews and group interviews in small and large companies as well as the public sector. The interviews were analyzed with qualitative content analysis and the overall result has been analyzed using realistic evaluation. The results show that collaboration and support from OHS providers in preventative OHSM is lacking. Contextual conditions affected collaboration, such as New Public Management and HR transformation. In the realistic evaluation, mechanisms were identified that positively or negatively affect collaboration between OHS provider and client customer. Mechanisms that affect the collaboration positively are for example; a cooperative relationship between the employers and safety representatives in OHSM at the client customer, OHS providers also need access to the client customer's internal processes. Identified mechanisms that affect the collaboration negatively are; that cooperation in the workplace between employers and employees is lacking, the OHSM does not work. Other mechanisms that negatively affect are when top management not is involved in the collaboration with the OHS provider and when the OHS provider does not get information of the client customer's OHSM. The conclusion from the thesis is that OHS providers do not largely support the client customer's preventive OHSM.

Nyckelord

Företagshälsovård, kund, samarbete, förebyggande systematiskt arbetsmiljöarbete, NPM, HR, mekanism