

# The Working Conditions Survey - MUST

## Purpose of the survey

1. To provide your organization with valuable insights into your **work environment**.
2. To generate research-based knowledge on how the work environment affects health, absenteeism, motivation, and productivity in Norwegian working life.

## Why are you being asked to participate?

You are receiving this request because you are employed in an agency that has chosen to use MUST as its employee survey.

## Who is responsible?

**STAMI** (The National Institute of Occupational Health) is responsible for conducting the survey and for any research conducted based on MUST data.

**DFØ** (Norwegian Agency for Public and Financial Management) offers the survey as a free tool to government agencies.

**Your organization** is responsible for its use of the results. [See how results are being presented](#). Your employer will not get to know how you individually answered the questionnaire.

## Participation is voluntary

And - there should be no negative consequences if you choose not to participate, or if you later ask for your data to be deleted.

You can also participate in the survey but opt-out of the personal data being archived for research.

## What does your participation entail?

- You will be asked to answer questions about your **work situation**.
- You may also be asked a few **health-related** questions.
- The survey usually takes **10–30 minutes**, depending on how many questions your organization has included.
- You may **skip** any questions you do not wish to answer.

- Your responses will be aggregated with others' before results are presented. Individuals **cannot be identified** in these **results**.
- If you **consent**, your responses will be included in **research** on work environment and health.

## Why log in with Altinn/ID-porten?

Altinn is an efficient and secure system for managing consents. You can give as well as withdraw your consent here. Altinn further ensures that only you have access and prevents unauthorized access. If you participate, your national ID number is retrieved from ID-porten (necessary for secure identification) and stored encrypted and with strictly limited access in STAMI's electronic 'Secure Zone'. Your name is retrieved from the Population Register, or provided by you, and is stored encrypted with the national ID number (necessary for consent requests in Altinn). This information is stored separately from your survey responses and is deleted once the survey is completed unless you consent to further use.

## Brief information about privacy

We will only use the information about you for the purposes we have described in this letter. We process personal data confidentially and in accordance with the privacy regulations.

## Questions?

Contact us at:

- [must@stami.no](mailto:must@stami.no) or
- Our Data Protection Officer: [personvern@stami.no](mailto:personvern@stami.no)

**Please return to the survey to start responding!**

## Need more information?

You can read more about privacy on the next pages.

## ...more about the objectives

This survey is conducted to provide your organization with important information to use in improving its own work environment. It addresses employees' experiences of various conditions and situations at work, including *job demands*, *autonomy*, and *leadership*. The scope and content may vary depending on how many additional questions your organization chooses to include.

The survey results are intended to support dialogue about your working conditions, which in turn can positively affect productivity, well-being and, health. If your organization participates again later, it will also be possible to track positive and negative trends over time.

There is also a scientific purpose for the survey. STAMI will use data from MUST to gain knowledge about how working conditions may affect health, turnover, well-being, motivation, and productivity. We may therefore ask a few questions about health, such as musculoskeletal and mental complaints. Valuable knowledge from the project will be shared with the public.

## About the use of your responses

**Result reports:** Your answers will be included in result reports for your workplace. By participating, your experiences will contribute to the overall picture of the working environment where you work. Your individual responses will not be identifiable from the reports. What is shown in the reports is also adjusted according to the number of respondents in a unit. Sensitive topics such as *bullying*, *unwanted sexual attention* and *health complaints* are usually only shown for the entire organization and not in results for departments, sections or other subunits. If your organization consists of large units with many employees (for example, regions), results for sensitive topics may be broken down to that level, provided anonymity is maintained.

**Research:** For STAMI to be able to use data for research, we ask for your consent. We use Altinn's solution for this. You will also be asked whether we may link your responses to information on sick leave and disability from public registers.

## What information is shared with your employer?

Your employer will not be informed about your individual responses. But the total number of responders in each unit (departments, sections, teams, etc.) may be informed about.

## Participation is voluntary

Participation in the survey and consenting to research is voluntary. If you participate, you may withdraw your consent at any time without giving any reason. This is done via Altinn. All information that identifies you will then be deleted. Furthermore, the information you have provided in the questionnaire will no longer be linked to you as a person. However, it is not possible to delete *anonymized* questionnaire data once they are included in result reports or scientific publications.

## Your privacy – how we store and use your information

Information about you will only be used for the purposes stated in this document. We process the information confidentially and in accordance with the GDPR.

- **ID-porten and the National Population Register:** Your personal identity number and name are transferred directly to STAMI and are not stored together with your responses. Storage is encrypted and strictly access-controlled in the “Secure Zone” – STAMI’s own security-cleared infrastructure for research data. The information is automatically deleted after **10 weeks** if you do not consent to research on your data.
- **Questionnaire:** The company name, unit affiliation and your responses are processed encrypted by our data processor MI Pro AS in the system walr (stored on Microsoft Azure servers in the EU/EEA). All information is then transferred to STAMI’s “Secure Zone”. After ten weeks, all data are permanently deleted from walr (Microsoft Azure).
- **Research:** All information you provide will primarily be processed without personal identity numbers or other information that can identify you. Only the project manager for MUST and up to three employees in STAMI’s IT department can link directly identifying personal information to questionnaire data, and only if necessary. The personal identity number is used to (1) compile information from various questionnaires you answer, (2) compile information from the questionnaire with information from other sources you consent to us obtaining (such as registers for absence and disability), and (3) identify gender and age - for research purposes.

The following measures are taken to ensure that unauthorized do not have access to personal data:

- **De-identification of data files:** The code key is kept in STAMI’s “Secure Zone” with strictly limited access only to authorized personnel via multi-step authentication.
- **Separate storage:** The data file is stored separately from the code key in its own area within STAMI’s “Secure Zone” with strictly limited access and only for authorized personnel via multi-step authentication.

Research based on the data will be published in scientific journals. Results will always be

presented in such a way that they cannot be linked to individual people or individual organizations.

## Sharing and use of research data

Projects that want to use the data must be reported to Sikt for a privacy assessment. Regional committees for medical and health research ethics (REK) must also approve the project if it involves health research. Information about projects that are given access to data and any sharing (in de-identified form) with institutions within the EU/EEA is provided online via [MUST research](#). Data may only be analyzed within systems security-cleared by STAMI and according to STAMI's classification of data that follows the norms for research institutions.

**Sharing of knowledge:** Trade unions, authorities and participating organizations will be able to access compiled anonymized statistics.

## What happens to your information when we conclude MUST?

The project ends on 31 December 2040. For documentation purposes, the information will be stored in a period of five years after the project ends, i.e., until 31 December 2045, before being anonymized. You are free to withdraw your consent at any time before the project concludes.

## Your rights

As long as you can be identified in the data, you have the right to:

- access what personal data is registered about you and to receive a copy of the information (data portability)
- have personal data about you corrected
- have personal data about you deleted
- submit a complaint to the Data Protection Authority about the processing of your personal data.

Learn more here: [Norwegian Data Protection Authority](#).

STAMI gives you access to exercise your rights via Altinn and by contacting us at [must@stami.no](mailto:must@stami.no).

## What gives us the right to process personal data about you?

We process the information you provide based on your consent. Sikt's privacy services have assessed that the processing of personal data is following the GDPR/Personal Data Act.

## Where can I find out more?

If you have questions about the survey or wish to exercise your rights, contact:

- STAMI and the project group: **must@stami.no** or phone: **23 19 51 00**.
- Our data protection officer: **personvern@stami.no**.

If you have questions about Sikt's assessment, contact:

- **personverntjenester@sikt.no** or phone: **73 98 40 40**.