CONFERECE PROGRAMME

11th International Symposium on Human Factors in Organisational Design and Management (ODAM)
&
46th Annual Nordic Ergonomics Society Conference (NES)

17th-20th August 2014
Copenhagen, Denmark
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Dear participants,

On behalf of the Organising Committee, I welcome you all to Copenhagen and to the joint ODAM and NES conference. The ODAM conference is organized on behalf of the IEA ODAM Technical Committee on Human Factors in Organizational Design and Management (ODAM), and the NES Conference on behalf of the Nordic Ergonomics and Human Factors Society (NES).

We are looking forward to three inspiring days in Copenhagen. The ODAM meetings gather researchers from all over the world. The NES meetings focus on creating a forum for exchange of experience between researchers and ergonomics practitioners. We hope that the meeting between the two conferences will inspire you all and spark some synergy. Also, the conference is a great opportunity to expand your global network of human factors and ergonomics researchers and practitioners. I do hope to see you Monday to the conference dinner and Tuesday at the Copenhagen City Hall reception.

Finally we do hope that you also will use the opportunity to experience Copenhagen and its surroundings. There are many fascinating things to see. You might get ideas and inspiration by talking to the Danish participants.

I wish you a good and rewarding conference.

Ole Broberg
Conference Chair
The conference is organised in a collaboration between:

Technical University of Denmark, DTU Management Engineering
Aalborg University, Center for Industrial Production
Nordic Ergonomics & Human Factors Society (NES)
IDA - Danish Occupational Safety and Health Professionals
National Research Centre for the Working Environment (NRCWE)

Endorsed by International Ergonomics Association

Local organising committee

**Ole Broberg** (Conference Chair)
MSc, PhD, Associate Professor, Technical University of Denmark

**Per Langaa Jensen**
MSc, PhD, Professor, Technical University of Denmark

**Peter Hasle**
MSc, PhD, Professor, Industrial Production, Aalborg University, Copenhagen

**Anders Kabel**
MSc, Project Manager, The Construction Sector Safety and Health Preventive Service Bus, board member of IDA - Danish Occupational Safety and Health Professionals

**Mette Elise Larsen**
BSc, Chief Consultant, Alectia Consultancy, Chairwoman of IDA - Danish Occupational Safety and Health Professionals

**Nils Fallentin**
MSc, PhD, Research Director, National Research Centre for the Working Environment

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Nicolas VUILLERME, France
Patrick WATERSON, United Kingdom
Tina WELLER, Denmark
Jörgen WINKEL, Denmark
John WOOD, United Kingdom
Paul YEOW, Malaysia
Klaus J. ZINK, Germany
Cecilia ÖSTERMAN, Sweden
Sunday 17th
15:00 Registration opens at venue DGI-Byen
18:00 Get-together at DGI-Byen

Monday 18th
8:00 Registration opens
10:00 Conference opening
11:00 Keynote: Peter Hasle
11:30 Keynote: Pierre Falzon
12:00 Lunch and exhibition
13:00 Scientific programme session 1
15:00 Scientific programme session 2
16:45 Scientific programme session 3
19:30 Conference Dinner at Langelinie Pavilionen

Tuesday 19th
8:45 Scientific programme session 4
10:30 Scientific programme session 5
12:15 Lunch and exhibition
13:15 Keynote: Penelope Sanderson
14:00 Scientific programme session 6
15:15 Interactive poster session
16:15 Scientific programme session 7
19:00 Reception at Copenhagen City Hall

Wednesday 20th
9:00 Keynote: Jody Hoffer Gittell
10:00 Scientific programme session 8
11:30 Keynote: Geert Van Hotegem
12:00 Conference Closing
12:30 Lunch-to-go

How to read this programme
The programme is organised so that the following tree pages have an overview of sessions and speeches. Page 10 to 24 consist of detailed information of the sessions. If you want to know more about the keynotes you can look at page 25-27 and page 28-33 holds practical information. The sessions are color coded and the symbols shown below show the type of session.

Conference opening
- Welcome, Ole Broberg
- Opening address 11th ODAM conference, Michelle Robertson
- Opening address 46th NES conference, Christina Jonsson
- Opening speech, Karoline Klaksvig, Director of Occupational Health and Safety Policy, The Confederation of Danish Employers
- Music by Morgan Grage & Co

Conference closing
- Introducing NES 2015, Knut Inge Fostervold
- Introducing ODAM 2017, Michelle Robertson
- Closing remarks, Ole Broberg
- Goodbye
### SCIENTIFIC PROGRAMME - MONDAY

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<thead>
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<td>10.00</td>
<td>Conference opening (see page 6 for additional info)</td>
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<tr>
<td>11.00</td>
<td><strong>Keynote</strong> <strong>Professor Peter Hasle</strong> - Development of sustainable work – is there a future for a Nordic mode?</td>
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<tr>
<td>11.30</td>
<td><strong>Keynote</strong> <strong>Professor Pierre Falzon</strong> - Constructive ergonomics: enabling environments and enabling organizations</td>
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<td>12.00</td>
<td>Lunch and exhibition</td>
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<td></td>
<td><strong>A1</strong> Health care symposium part I: Patient centered care</td>
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<td><strong>B1</strong> Physical work life balance</td>
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<td></td>
<td><strong>C1</strong> Ergonomics and development in the new economy &amp; ergonomics in systems analysis and design</td>
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<td><strong>D1</strong> Workshop: Designing work systems for productivity and well-being</td>
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<td><strong>F1</strong> Risk management</td>
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<td><strong>G1</strong> Health care</td>
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<td></td>
<td><strong>D1</strong> Workshop: Designing work systems for productivity and well-being</td>
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<td><strong>G1</strong> Health care</td>
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<td><strong>Tools &amp; methods</strong></td>
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<td><strong>F1</strong> Risk management</td>
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<td><strong>Application areas</strong></td>
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<td><strong>G1</strong> Health care</td>
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<td>Coffee and exhibition</td>
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<td>15.00</td>
<td><strong>A2</strong> Human factors guidelines for CCTV-control centre design – part I</td>
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<td><strong>B2</strong> Organizational applications of human factors and sustainable development</td>
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<td><strong>C2</strong> Humans, technology and organization – part I</td>
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<td><strong>D2</strong> Transforming working environment programmes into workplace practice – part I</td>
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<td><strong>E2</strong> Communication &amp; organizational culture</td>
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<td><strong>G2</strong> Information and communication technology &amp; manufacturing industries</td>
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<td>16.15</td>
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<td>16.45</td>
<td><strong>A3</strong> Human factors guidelines for CCTV-control centre design – part II</td>
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<td><strong>B3</strong> Performance measurement in ergonomics</td>
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<tr>
<td>18.00</td>
<td>Conference Dinner at Langelinie Pavillionen (see page 29 for further information)</td>
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<td>19.30</td>
<td>Conference Dinner at Langelinie Pavillionen (see page 29 for further information)</td>
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Keynote speakers for the day:
- **Professor Peter Hasle**: Development of sustainable work – is there a future for a Nordic mode?
- **Professor Pierre Falzon**: Constructive ergonomics: enabling environments and enabling organizations
# SCIENTIFIC PROGRAMME - TUESDAY

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<td><strong>Special sessions</strong>&lt;br&gt;A4 Health care symposium part II: &quot;Health care coordination and health information technology&quot;</td>
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<td><strong>Special sessions</strong>&lt;br&gt;B4 Relational coordination – in research and practice – part I</td>
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<td>8.45</td>
<td><strong>Technical sessions &amp; workshops</strong>&lt;br&gt;D4 Lego Workshop: Serious play as a support tool for participatory ergonomics</td>
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<td>8.45</td>
<td><strong>Organization &amp; management</strong>&lt;br&gt;E4 Organizational and technological change</td>
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<td>8.45</td>
<td><strong>Tools &amp; methods</strong>&lt;br&gt;F4 Intervention studies – part I</td>
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<td>8.45</td>
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<td>10.00</td>
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<tr>
<td>10.30</td>
<td>A5 Macroergonomic and sociotechnical methods: current and future directions</td>
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<td>10.30</td>
<td>B5 Relational coordination – in research and practice – part II</td>
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<td>C5 Lean in Sweden – the current situation</td>
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<td>10.30</td>
<td>D5 Workshop: Prospects for effective worker participation in occupational health and safety management</td>
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<td>E5 Participatory ergonomics</td>
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<td>F5 Intervention studies – part II &amp; sociotechnical systems analysis</td>
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<td>10.30</td>
<td>G5 Workshop: Resilience against stress</td>
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<td>13.15</td>
<td>Keynote <strong>Professor Penelope Sanderson</strong> - Mobile technologies and patient care: A cognitive systems engineering view</td>
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<tr>
<td>14.00</td>
<td>A6 The way forward for human factors and sustainable development</td>
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<td>14.00</td>
<td>B6 Simulations: The integration of human factors and ergonomics – part I</td>
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<td>14.00</td>
<td>C6 What are the Scandinavian inspection authorities preoccupied with at the moment?</td>
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<td>14.00</td>
<td>D6 Workshop: Physiological stress of voluntary soldiers in military load carriage</td>
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<td>14.00</td>
<td>E6 Work systems design &amp; lean production systems</td>
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<td>14.00</td>
<td>F6 Transforming working environment programmes into workplace practice – part III</td>
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<td>G6 NES student award</td>
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<td>15.15</td>
<td>Interactive poster session</td>
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<td>A7 NES general assembly</td>
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<td>15.15</td>
<td>B7 Simulations: The integration of human factors and ergonomics – part II</td>
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<td>15.15</td>
<td>C7 Workshop: CSR, social sustainability and ergonomics: drawing the family tree</td>
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<td>D7 Workshop: Human factors and the bottom line.</td>
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<td>15.15</td>
<td>G7 Visual ergonomics network meeting</td>
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<td>16.15</td>
<td>A8 Health care symposium part II: &quot;Health care coordination and health information technology&quot;</td>
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<td>17.45</td>
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<tr>
<td>9.00</td>
<td>Keynote: <strong>Professor Jody Hoffer Gittell</strong> - <em>Transforming relationships for organizational change</em></td>
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| 9.30  | - NES Student Awards, *Mette Elise Larsen*  
- Hal W. Hendricks and Ted Brown’s young investigators award, *Michelle Robertson* |
| 9.45  | Break                                                                |
| 10.00 | **Special sessions**  
**A8** Health care symposium part III: A systems approach to health care  
**B8** Aspects of motor control in ergonomics  
**C8** Workshop: Lighting, visual ergonomics and health implications  
**D8** Workshop: E-society health care practice  
**E8** Workshop: How to diagnose a work related musculoskeletal disorder?  
**F8** Work analysis – part II  
**G8** Macroergonomics |
| 11.30 | Keynote **Professor Geert Van Hotegem** - *Total workplace innovation - The paradigm that will change the organisation* |
| 12.00 | Conference closing (see page 6 for additional info)                  |
| 12.30 | Lunch-to-go                                                          |
MONDAY 13.00-14.30

Room: Plenum
A1 Health care symposium part I: Patient centered care
Chair: Peter Hoonakker

Challenges of doing research that involves patients, P. Hoonakker
Participatory ergonomics for healthcare process redesign: the example of family-centered rounds, P. Carayon
Conceptualizing the patient-engaged work system Part A: Macroergonomic models, R. Valdez
Conceptualizing the patient-engaged work system, Part B: macroergonomic challenges, R. Holden
An assessment tool for dialysis patients’ satisfaction: exploring crucial satisfaction factors for Japanese patients, X. Gu

Room: Hovedbanen
B1 Physical work life balance
Chairs: Andreas Holtermann & Marie Birk Jørgensen

Physical work demands, health behaviors and sickness absence in the BELSTRESS Cohorts, E. Clays
Associations between physically demanding work and life-style: results from the Swedish WOLF study, E. Fransson
Are physical work demands during cleaning associated with sedentary leisure time?, M. Korshøj
Physical activity patterns in workers with neck pain assessed using accelerometry and GPS, D. M. Hallman
Does physical activity at work impact physical activity behavior in leisure time?, M. B. Jørgensen
Participatory ergonomics, cognitive behavioral training and physical training for prevention of low back pain, C. Rasmussen
Ergonomics in sports and at work, P. Madeleine

Room: Kastrup Lufthavn
C1 Ergonomics and development in the new economy & ergonomics in systems analysis and design
Chair: Denis Coelho & Patricia Rose Ferrara

Human factors specialists to the rescue for (other) systems developers, K. Schreibers
How is the new economy a challenge to old ergonomics?, F. Hubault
Community-x-ray: considering real life impact with community-driven tools, A. F. Couvinhas
Water and sewage treatment workers differences in psychosocial and ergonomics assessment, D. Coelho
Manufacturing analysis of the Serra da Estrela PDO cheese under the perspective of systemic design, D. Coelho
Redesign of the logo and design of a new ergonomic hand tool: enabled by systemic analysis of the Serra da Estrela PDO cheese universe, D. Coelho

Room: Kødbyen
D1 Workshop: Designing work systems for productivity and well-being
Organizers:
David Hansen; Signe Poulsen; Liv Gish; Christine Ipson, Technical University of Denmark

Aim of the workshop:
Can productivity and well-being co-exist in the 21st century? This workshop aims to collect and share the current knowledge on how to design work systems for productivity and well-being. Based on the presenters recent research and the participants experiences and research, the question of productivity and well-being will be discussed from different theoretical perspectives. The goal is to bring together researchers interested in further bridging the two research fields of productivity and well-being to share experiences and to initiate a shared research agenda going forward. We hope you will join us in setting this new direction towards better design, operation, and change of work systems to increase both productivity and well-being.

Format of the workshop:
The workshop will be facilitated with interactive discussions and co-creation in small groups. Participants should bring their own experiences, favorite theories, and be ready to engage in discussions. On your way to the workshop, ask yourself: “How would I design a work system for productivity and well-being?” their models to the group. Reflection and discussion of these models by the group will suggest opportunities for a shared model and hence a shared solution. The workshop will close with a question and answer session.
Room: Vesterbro Torv
F1 Risk management
Chair: Carl Lind

RAMP: risk management assessment tool for manual handling proactively, C. Lind
A method for risk assessment within visual ergonomics, H. Hemphälä
A Web-based model for teaching risk assessment methods, M. Forsman
Analyzing territorial governance to prevent occupational risks in the sector of waste management, L. Boudra

Room: Amager Strandpark
G1 Health care
Chair: Jörgen Winkel

Ergonomic value stream mapping - can Lean and ergonomics go hand in hand?, E. Edwards
Factors facilitating and inhibiting value stream mapping processes at hospital units in three Nordic countries - a Nordic multicenter study, J. Winkel
The design of a quasi-experimental study on sustainable work ability in health care organisations, E. Beune
Defining the role of healthcare leadership for organizational safety challenges, A. Goldberg

Room: Kastrup Lufthavn
B2 Organizational applications of human factors and sustainable development
Chair: Andrew Thatcher

Sustainability and development of Lean implementations, J. Eklund
Holistic sustainable development: floor-laying workers’ case, M. Lortie
Improving energy efficiency in the retail sector through job redesign: a sociotechnical systems approach, P. Waterson
Social-Life-Cycle Assessment (S-LCA): an instrument for macro-ergonomics in a globalized world?, K. J. Zink

Room: Plenum
C2 Humans, technology and organization - part I
Chair: Anette Karltun

The HTO-concept used as a tool when designing a new VTS center in Sweden, P. Christofferson
Improving safety in maintenance of the railway system by reducing latent errors – a way forward?, H. Alm
Room: Hovedbanen

D2 Transforming working environment programmes into work place practice – part I
Chair: Klaus T. Nielsen

Drivers for leaders to achieve sustainable benefits from ergonomics interventions, D. Caple

The impact of occupational health and safety policy interventions tailored to small enterprises in Denmark, L.V. Kvorning

The development of Danish OHS regulation - organizational understanding and program theory, R. Seim

New organisational and social provision in Sweden, T. Rosenblad

Room: Enghave Plads

E2 Communication & Organizational Culture
Chair: Lauren Murphy

The impact of safety climate beyond safety outcomes: job satisfaction, employee engagement and objective turnover rate, Y. Huang

The role of control and trust in a transition process to new ways of work, M. Hartner-Tiefenthaler

Conceptualizing safety climate in the U.S. construction industry, L. Murphy

The development of the Organisational Culture Work Health and Safety Survey (OCWHaS), L. Clarkson

Room: Vesterbro Torv

F2 Macroergonomics
Chair: Linda Rose

How could you implement ‘Awakened Need of Change’ for the applying ergonomics to work system in Industrially Developing Countries?, F. Helali

A Prospective Study of a Macroergonomics Process over Five Years Demonstrates Significant Prevention of Workers’ Compensation Claims Resulting in Projected Savings, A. Heller-Ono

New ways of working (NWW) and quality of working life: results from three studies, O. Korunka

On the IEA strategy: mapping HFE performance knowledge, L. Rose

Room: Amager Strandpark

G2 Information and communication technology & manufacturing industries
Chair: Michiel De Looze

Designing auditory alarms for an industrial control room, A. Sirkka

The potential benefits of an exoskeleton in industry settings, M. De Looze

Multifunctional cooperation with purpose to reduce ergonomic risks. A practical case, L. Nord Nilsson

Ergonomics for service technicians, L. Samuelsson

Optimizing production cost using ergonomic data, P. Neumann
**MONDAY 16.45-18.00**

**Room: Kødbyen**
A3 Human factors guidelines for CCTV- control centre design – part II  
*Chairs: Ruud Pikaar & John Wood*

- CCTV and other ICT support for supervisory tasks in healthcare, A. Bennis
- CCTV - case study traffic management highway tunnel, K. Schreibers
- How to sell a room without a view?, S. Reinstra
- Use of CCTV in remote operations and remote support of oil and gas fields to improve safety and resilience, S. O. Johnsen

**Room: Kastrup Lufthavn**
B3 Performance measurement in ergonomics  
*Chairs: Jan Dul & Per Langaa Jensen*

- Performance and innovative behavior of employees. Development and application of a measurement tool for workplace research, J. Dul
- A simple tool to calculate the business costs of OHS problems, P. T. Aldrich
- Service quality as goal and outcome of ergonomics research: user and employee perspectives, O. H. Sørensen
- KPI’s, leadership and psychosocial work environment, K. Edwards
- Using perceptions to include ergonomics in performance measurement, C. Rislund

**Room: Plenum**
C3 Humans, technology and organization – part II  
*Chair: Martina Berglund*

- Measuring and visualizing resilience: a railway example, J. Lindvall
- Interactive research and HTO as an industry development model, J. Karltun
- A novel approach to understand nested layers in quality improvement, A. Karltun
- Boundary crossing in product introductions considering humans, technology and organization, M. Berglund
- HTO - a complementary ergonomics perspective, A. Karltun

**Room: Hovedbanen**
D3 Transforming working environment programmes into work place practice – part II  
*Chair: David Caple*

- Mandatory systematic work environment management is poorly integrated into Swedish employers’ management control of their operations, K. Frick
- New developments in occupational health and safety management in Danish companies, R. Seim
- Working environment committees – stretched between strategy and participation, V. K. Scheller
- OHS practitioners’ role in implementation of national OHS programmes, K. B. Olsen

**Room: Vesterbro Torv**
E3 Learning organizations  
*Chair: Sirpa Syvänen*

- Dialogic learning communities - key factors of sustainable working life and productivity?, S. Syvänen
- The importance of common activity in SMEs for economic development and health, M. Blomé
- Innovative working community development through self-evaluation and democratic dialogue, K. Loppela
- Collaboration between HR and line management – enhancing learning in complex work, A. Kurki
### F3 Quality improvement

**Room: Enghave Plads**

**Chair: Kjerstin Vogel**

- Detecting and evaluating flicker from lighting systems during field assessments of lighting installations, S. Stoffer
- Stay sharp, K. Vogel
- The EQUID approach – improving ergonomics quality in product life cycle, K. Lange-Morales
- Keeping rail on track: good practice work health and safety in the Australian rail industry, S. Rainbird

### G3 Psycho- social aspects

**Room: Amager Strandpark**

**Chair: Denis Coelho**

- Differences between psychosocial assessment of office and field workers in a utility company from a cross-sectional study, D. Coelho
- Distribution of work tasks and associations to pain, fatigue and physical exertion among construction workers, J. Ajslev
- Relationships between objective measures of sedentary time and health variables in office workers: a cross-sectional analysis in the DPhacto study, R. Bødker
Room: Hovedbanen
A4 Health care symposium part II: Health care coordination and health information technology
Chair: Ann S. Hundt

Levels of strategies used by care managers to deal with health IT-related barriers, Y. Li
Community ergonomics applied to the implementation of a region-wide care coordination program, A. S. Hundt
Anticipated challenges for cross-organisational distributed collaboration in reactive telemedicine, K. Reegaard
Challenges in applying human factors approaches to health service design, G. T. Jun

Room: Plenum
B4 Relational Coordination – in research and practice – part I
Chairs: Hans Jørgen Limborg & Karen Albertsen

Relational coordination is associated with productivity in general practice: a survey and register based study, S. L. Lundstrøm
Quality of everyday rehabilitation in the home care – a question of relational coordination?, K. Albertsen
Designing work organization based on “profession” collectives and “inter-profession” relations, S. Caroly
The effect on organizational change on relational coordination - a multi case study, K. Edwards
Developing capacity for change in Danish public sector organisations, C. Hornstrup

Room: Vesterbro Torv
C4 Work related musculoskeletal disorders in health care professionals – risk factors and preventive strategies
Chair: Deepak Sharan

Work related musculoskeletal disorders among radiologists and radiographers, R. Ranganathan
Work related musculoskeletal disorders in physiotherapists, J. A. Jose
Work related musculoskeletal disorders in surgeons, D. Sharan
Distal upper extremity disorders due to extensive usage of hand held mobile devices, D. Sharan
Work related musculoskeletal disorders among nurses, D. Sharan
Work related musculoskeletal disorders among dentists, D. Sharan

Room: Kødbyen
D4 Workshop: Serious Play Approaches in Participatory Ergonomics

Organizers:
Dr Martina Kelly, National University of Ireland
Dr Ralph Riedel, Chemnitz TU, Germany

Aim of the workshop:
The aim of the workshop is to provide participants with the experience of using the Lego Serious Play (LSP) methodology in supporting the creation of group consensus in problem solving. At the same time the workshop is used to develop, to share and to discuss ideas on the concrete use of LSP in Participatory Ergonomics.

Format of the workshop:
The workshop will be conducted with a maximum of 10 participants under the guidance of two facilitators (namely the organisers listed above). The workshop will begin with a short introduction to the LSP methodology. Following a short practice session, the participants, under the guidance of the facilitators, will use Lego bricks to build a model which represents a defined Ergonomics problem. Participants will then explain their models to the group. Reflection and discussion of these models by the group will suggest opportunities for a shared model and hence a shared solution. The workshop will close with a question and answer session.
**E4 Organizational and technological change**

*Case study on an accelerated approach to a new world of work transformation, M. Bartz*

- Development of future scenarios by prediction of mental workload in a traffic management control room, M. Wilms
- Performance systems and social capital, G. G. Rasmussen
- Making sense of the changing work by exploring the object of work, A. Ala-Laurinaho
- Strategic foresight at work - approach to future thinking in ergonomics, D. E. Puentes-Lagos

**F4 Intervention studies – part I**

*Chair: Michelle Robertson*

- Distance management - a challenge in participatory interventions in virtual organizations, C. Ipsen
- Examining the effects of an office ergonomics intervention on computing behaviors, musculoskeletal health, culture and performance, M. Robertson
- Implementation of participatory OL-OH intervention – focusing on the primary tasks, E. Framke
- Displacements in organisations’ responses to the inspections of their psychosocial working environment, L. Starheim

**G4 Service industries & Small and medium sized enterprises**

*Chair: Stephen Legg*

- Aviation safety – could mild hypoxia impair complex flight decisions?, S. Legg
- Different ways of defining and measuring company size when studying its effects on OHS: a literature study, H. Nordlöf
- Furniture micro enterprises in a small city in Brazil: work conditions and health, A. Iguti
- Systemic appropriation: the case of humidification in granite mining sector in Brazil, R. Mendes

Room: Enghave Plads

Room: Kastrup Lufthavn

Room: Amager Strandpark

TUESDAY 8.45-10.00
Room: Hovedbanen

A5 Macroergonomic and sociotechnical methods: current and future directions

Chair: Michelle Robertson

Trade-offs between generality, validity and practical relevance in the development of human factors methods, P. Waterson

The intervention design and analysis scorecard: A planning tool for participatory design of integrated health and safety interventions in the workplace, M. Robertson

Macroergonomics in the wild: research challenges in community settings, R. Holden

The use of mixed methods in healthcare human factors research, P. Carayon

Applying tools and techniques from the study of complex, adaptive systems to workplace safety, M. Robertson

Room: Plenum

B5 Relational Coordination – in research and practice – part II

Chair: Hans Jørgen Limborg & Karen Albertsen

Relational and course coordination at the university - can the principles of relational coordination incorporated into the course coordinator role strengthen constructive alignment?, J. Skakon

A relational perspective on knowledge integration and organizational decision making, F. Van Berkel

Using relational coordination as a process tool in organizational development in a Danish nursing home, B. Tørring

Interventional uses of relational coordination: early evidence from four countries, J. H. Gittell

Organizational prototypes that fosters relational coordination, B. Vestergaard

Standardized work processes: the role of programmed and lateral mechanisms of coordination, T. Prætorius

Contribution to relational coordination and social capital through consultancy on communication in the context of the organisation, H. Graff

Room: Vesterbro Torv

D5 Workshop: Prospects for effective worker participation in occupational health and safety management

Organiser:
Kirsten Olsen, Centre for Ergonomics, Occupational Safety and Health, School of Public Health, Massey University.

Aim of workshop:
The aims are to present and discuss factors influencing worker participation in Occupational Health and Safety (OHS) management, effectiveness of different forms of worker participation and how to measure it and to identify research needs and ways to transfer knowledge to practitioners.

Format of the workshop:
The workshop starts with four presentations focusing on different aspects of worker participation in OHS management. The presentations will be followed by a discussion focussing on the prospect of employee participation under different contextual factors, how we can measure the effectiveness of worker participation, how to improve the effectiveness of worker participation and the future research needs on the topic.

Two of the presentations highlight findings from research on worker representation in special cases: coal mining in Australia and regional health and, safety representatives in Sweden. The third presentation discusses the change in the health and safety representatives’ role in Denmark from negotiating employees OHS concerns to running part of

Chair: Jörgen Eklund

Three Swedish hospitals’ lean strategies and their contribution to organizational development, A. Eriksson

Work environment in Swedish Lean implementations, J. Eklund

Work environment, Lean and agriculture, K. Andersson

Experiences from Lean inspired work in a hospital, K. Teär Fahnehjelm

The organization and work practice of change agents in health care organizations; effects on health care professionals’ engagement and participation in improvement work, A. Williamsson

Lean implementation approaches at different levels in Swedish hospitals: the importance for working conditions, worker engagement, health and performance, D. Dellve
G5 Workshop: Resilience against stress

Organisers:
Carolin Blum, Julius-Maximilians-Universität Würzburg, Germany
Silja Hartmann, Ludwig-Maximilians-Universität München, Germany
Prof. Dr. Jörn Hurtienne, Julius-Maximilians-Universität Würzburg, Germany
Dr. Matthias Weiss, Ludwig-Maximilians-Universität München, Germany,
Prof. Dr. Martin Hoegl, Ludwig-Maximilians-Universität München, Germany

Aim of the workshop
Discussing new perspectives on resilience at the workplace

Format of the workshop
Against the background of a constantly changing business environment, the concept of personal resilience, defined as the dynamic process encompassing individuals’ positive adaptation after adversity, has gained considerable attention. However, considerable inconsistencies in definitions and conceptualizations still exist. Therefore, together with the workshop participants, we would like to work out the core elements of personal resilience in workplace contexts. Central questions include which conditions are important to support personal resilience, and whether negative side effects should be considered when dealing with personal resilience as a desirable attribute. Definitions, ideas and examples from the participants as well as our own experiences will build the basis of this conceptual work.

In a second step, we would like to explore interdependencies that exist because of the embeddedness of individual employees in teams and organizations. Those interdependencies are likely to affect the resilience of groups and individuals. Therefore we want to discuss how they are shaped and how they influence personal, team and organizational resilience. Creative and interactive methods (mind mapping; interactive plenary discussions) will be used to arrive at new perspectives about the resilience concept.
**Room: Plenum**

**A6 The way forward for human factors and sustainable development**
Chair: Klaus Zink

- Theoretical definitions and models of sustainable development that apply to human factors and ergonomics, A. Thatcher
- Work in a sustainability perspective: corporates’ perception and ergonomics, C. M. Brunoro
- HF/E in shaky places, D. Moore
- A survey of methods for product design and development with regards to ergoecological principles, M. H. Saravia
- Synergies between ergoecology and green ergonomics: a contribution towards a sustainability agenda for HFE, K. Lange-Morales

**Room: Amager Strandpark**

**B6 Simulations: the integration of human factors and ergonomics – part I**
Chair: Pascal Béguin

- A framework for using simulation methodology in ergonomics interventions in design projects, O. Broberg
- Organisational simulation: anticipating the ability of an organisation to cope with daily operations and incidents, F. Daniellou
- Real time dynamic simulations and delayed time static simulation in human factors specialist’s toolkit: two different ways for evaluate productivity and safety in process design, J. Villena
- Simulation in full-scale mock-ups: an ergonomics evaluation method?, S. N. Andersen
- Using 2D and 3D models as tools during a workplace design process - a question of how and when, L. Bligård

**Room: Enghave Plads**

**C6 What are the Scandinavian inspection authorities preoccupied with at the moment?**
Chair: Bitten Højmark Døjholt

- What is the Norwegian Labour Inspection Authority preoccupied with at the moment?, M. Brox
- A new approach to reduce musculoskeletal disorders, B. H. Døjholt
- Unequal working conditions in female and male dominated operations in Swedish municipalities, C. Jonsson
- Special prevention efforts for women’s wellbeing at work focused on physical ergonomics in the health-care sector, K. Loren
- Women’s work environment, health and ergonomics, M. Wersäll

**Room: Vesterbro Torv**

**D6 Workshop: Physiological stress of voluntary soldiers in military load carriage**
Organiser: Kianoush Fatollahzadeh

- Workload of a collision avoidance system for remotely piloted aircraft, J. Alfredson
- Physiological stress of voluntary soldiers in military load carriage, K. Fatollahzadeh

**Room: Kastrup Lufthavn**

**E6 Work systems design & lean production systems**
Chair: Matthew Stogsdill

- Conceptual ship design, general arrangement & integration of the human element: a proposed framework for the engine department work environment, S. Mallam
- Sharing is caring: a discussion for combining risk information, M. Stogsdill
- Developing first-line managers within their shared operational challenges, R. Trillingsgaard
Room: Hovedbanen
F6 Transforming working environment programmes into workplace practice – part III
Chair: Kaj Frick

Audit of psychosocial risk management system: between tacit knowledge and standardization, A. H. Jespersen

Hard work in soft regulation. A discussion of the social mechanisms in OHS management standards and possible dilemmas in the regulation of psychosocial work environment, P. Hohnen

The psychosocial work environment and certified occupational health and safety management systems in the public sector – experience from two Danish municipalities, P. Hasle

Room: Kødbyen
G6 NES Student award session
Chair: Mette Elise Larsen

NES has five members, - The national societies from each of the five Nordic countries. The national society is able to conduct a student price competition and award. The work of the participants must be at either bachelor or masters level. In this session the price winners from both Denmark and Sweden will present their work.

FINALISTS

Alter the wheelchair.
Christian Bremer and Erik Ohlsson, Chalmers University of Technology

A multi-wave follow-up study of sedentary work and ischemic heart disease.
Simone Visbjerg Møller, University of Copenhagen.

Room: Foyer
Interactive poster session

The study of fatigue compared between touch screen and keypad mobile phone for use social network, S. Buensanteai

Level analysis of fatigue among workers of a line press in an industry of Minas Gerais, C. A. Goncalves Sirqueira

A successful private company in industrial developing country. Managers’ perspective, H. Shahnavaz

Effectiveness of onsite fitness programme among information technology professionals in prevention of work related musculoskeletal disorders, D. Sharan

Modeling and management knowledge in health surveillance, J. Castillo

Musculoskeletal disorder among physiotherapists - a survey report, D. Sharan

The product development as determinant factor of the operational model in the production line in an automobile industry assembly line, F. Porfiro

A inclusion model based on activity: fitting work tasks to people with disabilities, A. Simonelli

Biomechanical risk factors among the assembly line workers of a cosmetics manufacturing factory in India, D. Sharan

Identification of ergonomic risk factors among the workers of a paint manufacturing company, D. Sharan

A prospective study of the importance of leadership support for health-related sustainability and participatory approaches towards employees, L. Dellve

A 2014 update on special glasses for use at work in Norway, M. Helland

Fast and effective learning of assembly tasks. Implications for work instructions, M. De Looze

Work style risk and its correlation with other ergonomic risk factors in musculoskeletal disorders - a retrospective report analysis among Indian computer users, D. Sharan

Children’s attitudes towards comfort and safety of an extra seatbelt during car traveling, A. Osvalder

Evaluation of computer workers’ usage of posture adjustments of an ergonomic office chair, A. Osvalder

Work life balance and gender: a literature review, I. Monteiro

Realistic evaluation of interventions in the psycho social working environment, L. Starheim
Room: Plenum
A7 NES General assembly
The annual NES general assembly

Room: Amager Strandpark
B7 Simulations: the integration of human factors and ergonomics – part II
Chair: François Daniellou

Learning during design through simulation, B. Béguin
Simulations in operational integration projects: from space to organizational conception, C. V. Cordeiro
Simulation with a Lego scale model and other intermediary objects, F. J. de Castro Moura Duarte
Organizational simulation: issues for ergonomics and for teaching of ergonomics’ action, F. Barcellini
Planning an organizational simulation to support an integrated operation initiative in the oil and gas industry, L. Garotti
Comparison of two human factors approaches in an integrated evaluation/validation of a future emergency operating organization, C. Garza

Room: Vesterbro Torv
C7 Workshop: CSR, social sustainability and ergonomics: drawing the family tree
Organisers:
Cecilia Österman, Kalmar Maritime Academy, Linnaeus University, Sweden
Cecilia Berlin, Product and Production Development, Chalmers University of Technology, Sweden.

Aim of workshop:
This workshop aims to discuss and explore the relationships between three central concepts for the workplaces of the future: Ergonomics, Social Sustainability, and CSR (Corporate Social Responsibility). What meanings do these concepts convey to the participants? In which professional environments are they most frequently used? Are they relevant for all ergonomics practitioners? And how do they interrelate?

Format of the workshop:
The workshop is initiated with a brief introductory presentation of the topic at hand and the concepts to discuss. It is followed by a very hands-on, creative workshop process interlaced with discussion sessions leading to the conceptual and physical drawing of a ‘family tree’ of how these concepts interrelate today. Further, to determine whether there are gaps to be filled in the future so that Ergonomics does not become a separate realm from Social Sustainability. Are the concepts perhaps in a hierarchy? Do they overlap? Are they all forces moving towards the same overall goal? Or are they, at present, separate entities? Welcome to draw, discuss and shape this visualization of Ergonomics in the long-term!

Room: Enghave Plads
D7 Workshop: Human factors and the bottom line
Organisers
L. Rose, KTH, The Royal Institute of Technology, Sweden
W. P. Neumann, Ryerson University, Canada

Aim of the workshop:
The workshop gives opportunities to learn about how to banish the phantom of unexpected costs and poor operating performance that comes from ergonomics / Human Factors problems in the workplace. The objectives are to foster a broad discussion on the economics of ergonomics including aspects such as 1) How Human Factors can affect company’s bottom line; 2) Why companies underestimate Ergonomics/Human Factors costs and benefits; 3) What economic assessment tools and approaches can be used to help companies realise the financial benefits of good working environments.
Format of the workshop
Participants are invited to join this interactive workshop on quantifying the financial costs and benefits of workplace improvements. The workshop will take an interactive approach. First the hosts will share their experiences, and will be examining a range of economic assessment techniques and discuss case studies in from both Swedish and Canadian industry, of how attending the human factors and ergonomics can improve a company’s productivity and quality performance. Thereafter an open plenary discussion will follow.

Work environment effects are often difficult to assess, especially since many of them are hidden. Moreover, the economic impact of these hidden effects is often many times larger than that from visible effects, such as costs from absenteeism. Hidden effects often play a larger role on business parameters than visible ones do. Without adequate measurement or assessment tools, hidden effects remain obscured. As a result, they may be overlooked, which can have significant business consequences, particularly when making investment decisions related to work environment issues. Ergonomics/Human Factors gains from quality and productivity are usually much greater than for reduced compensation costs. Companies that underestimate the financial impact of human aspects of their systems can find their anticipated profits vanish — so called ‘phantom profits’.

Room: Hovedbanen
E7 Work organization
Chair: Lander Vermeerbergen

A macroergonomic approach to work-family conflict and employee safety, L. Murphy
Decision making in commercial construction, A. Goldberg
A new avenue in organisational research: blurring organisational boundaries and ethnic segregation of job quality, L. Vermeerbergen
Effect of time related parameters on predisposition of musculoskeletal pain among Indian Information technology professionals, M. Mohandoss

Room: Kødbyen
G7 Visual ergonomics network meeting
Organizers: The Visual Ergonomics Network, Nordic Ergonomics Society (NES)
Chair: Hanne-Mari Schiøtz Thorud, Department of Optometry and Visual Science, Buskerud and Vestfold University College, Norway

Description and preliminary agenda of the meeting
Good visual ergonomics is essential to maintain efficiency and well-being and prevent sick leave in workers. Good visual ergonomics include optimal vision and lighting conditions at the workplace.

Preliminary agenda:
(1) Introduction to the Visual Ergonomics Network in NES.
(2) A summary of visual ergonomics presentations at the ODAM-NES 2014.
(3) Needs for future research and developments within visual ergonomics.
(4) Discussions on the possibility of cross-country projects within visual ergonomics.

The meeting is open to every participant at the ODAM-NES 2014.
A8 Health care symposium part III: A systems approach to health care
Chair: Patrick Waterson

Build it and they will come? Assessment of use, usability and usefulness of the key-stone health information exchange, P. Hoonakker
The sociotechnical challenge of integrating telehealth into health and social care for the elderly, P. Waterson
Unravelling the relationship between patient handling performance and safety climate: a mesoergonomic analysis, P. Waterson
Health care manager’s views on and approaches to implementing models for care processes, J. Andreasson
Control modes in care delivery organisations, R. Wears
Human factors based risk analysis – a way to inform systems design, user satisfaction and organizational success in healthcare innovation?, B. Rangstrup

B8 Aspects of motor control in ergonomics
Chair: Pascal Madelaine

Self-reported pain and trunk posture during pruning activity among vineyard workers at the Château Larose-Trintaudon, N. Vuillerme
Motor strategies during meat cutting tasks in simulated and real environment, P. Madeleine
Based on current knowledge on physical demands in professional cleaning can we introduce enough variation to create a healthy workday for cleaners?, K. Søgaard
Inducing exposure variability during computer work in the shoulder girdle with and without experimental pain, A. Samani
Motor variability traits among individuals performing repetitive precision work, D. Srinivasan

C8 Workshop: Lightning, visual ergonomics and health implications
Organisers: Camilla Zetterberg, University of Gävle, Sweden
Hillevi Hemphälä, Lund University, Sweden
Per Nylén, Swedish Work Environment Authority, Sweden

Aim of the workshop:
Deficient visual ergonomics is a problem across many occupations. Poor viewing and lighting conditions is associated with both visual and neck/shoulder discomfort, and can also impact productivity. According to the provision from the Swedish Work Environment Authority on prevention of musculoskeletal disorders (AFS 2012:02), risk assessment of the visual conditions are mandatory. The aim of this workshop is to increase knowledge about visual ergonomics among practitioners working with risk assessment, and to allow participants hands-on practice in assessing the visual environment.

Format of the workshop:
The first part of the workshop will involve a brief presentation of the subject visual ergonomics and its implications on health and performance. The impact of progressive glasses, too small or blurred font letters, or blurred vision on posture at e.g. computer work will be demonstrated together with advice how to proceed to improve the conditions. The second part of the workshop will allow participants some hands-on practice in for example; how to measure light (luminance and illuminance); how different light conditions impact pupil size and visual comfort; how to measure and quantify amount of flicker, light modulation and colour rendering in different light sources. Several useful mobile phone applications concerning light and vision will be demonstrated.

D8 Workshop: E-society health care practice
Organisers: Gudbjörg Erlingsdottír (Chair), Gerd Johansson, Johanna Persson, Christofer Rydenfält, Jonas Borell, Lena Petersson, Department of Design Sciences, Lund University

Aim of the workshop:
Welcome to a workshop that gives researchers, experts, and practitioners the opportunity to discuss and share experiences about how the e-society affects health care practice. E-society has entered health care and is transforming the roles of patients and practitioners. This raises some questions:
How will the relations between different professions and between practitioners and patient be affected?

How does this affect power relations?

Will e-Health affect the care processes?

Where will care be carried out in the future?

How will these changes affect the work environment and quality of health care?

At the Department of Design Sciences, Lund University, we approach these questions in an interdisciplinary way in close collaboration with health care practice. Thus our main aim is to identify possibilities and challenges in this area and build a network of researchers, experts, and practitioners for further cooperation and development of this field.

Format of the workshop

The workshop will consist of a number of short presentations (no papers/abstracts are submitted especially for this workshop) and group discussions based on the above questions. We hope you are interested in participating! If so please send an email to the corresponding organizer. Let us know if you would consider making a short presentation (max 10 min) at the workshop.

E8 Workshop: How to diagnose a work related musculoskeletal disorder?

Organiser
Deepak Sharan, Consultant in Orthopaedics, Rehabilitation and Ergonomics, RECOUP Neuromusculoskeletal Rehabilitation Centre, India

Aim of the workshop
Diagnosis of Work related musculoskeletal disorder (WRMSD) can be controversial and challenging, especially since soft tissue evaluation requires specialised manual skills not usually provided in medical training. Symptoms or WRMSD are often poorly localised, nonspecific, and episodic. Accurate diagnosis helps determine the most appropriate treatment and protects the worker from treatments that are ineffective, unwarranted, or unnecessarily invasive. In this interactive workshop we will present the latest criteria for diagnosis and for classification of WRMSD. The workshop will cover practical demonstrations of diagnostic tests for different regions of the body and will be relatively low on theory. The diagnosis of WRMSD of each region of the body will include history taking, physical examination, special tests, investigations, differential diagnosis and time rule. Establishing work relatedness of MSDs has significant organisational, financial and medico-legal implications, besides helping the clinician to make considered decisions about a worker’s possible condition and management. Classification criteria, by contrast, aim to identify homogenous subgroups to help ensure that future studies are comparable and that data can be combined across industries, even countries. This workshop is aimed at medical occupational health personnel and primary care physicians, occupational physiotherapists, researchers and ergonomists.

Format of the workshop

1. WRMSD of Head, Neck, Upper Limb, M. Mohandoss
2. WRMSD of Spine, Thorax, Pelvis and Lower Limbs, J. A. Jose
3. Overview of classification and diagnosis of WRMSD, including criteria to determine work-relatedness of a MSD. Non-specific or diffuse WRMSD, D. Sharan
4. Discussion

Room: Tivoli

F8 Work analysis – part II

Chair: Jenny Greemark Simonsen

A study of biomechanical risk factors in an elevator manufacturing company, D. Sharan

Associations between glare, eyestrain and neck and shoulder pain during reading on a computer screen, R. Mork

Inter-ergonomist reliability in rating risk level - without any specific method - in ten video recorded work tasks, M. Forsman

Whole body vibration training - good vibrations? Measurements of acceleration levels, K. Wilander

Measuring wrist and forearm physical workload at an assembly line, J. G. Simonsen

Relationship between eye-lens acccomodative response and trapezius muscle activity during manual tracking of a visual target, D. Domkin

Room: Kastrup Lufthavn

G8 Macroergonomics

Chairs: Michelle Robertsen & Patrick Neumann

Documenting and sharing macroergonomic success stories: nearly two decades of good ergonomics

Panel: R. Holden, M. Robertson, P. Neumann, K. Zink, P. Carayon
KEYNOTES

Pierre Falzon is Professor of Ergonomics and neurosciences of work at the Conservatoire national des arts et métiers (Cnam), an academic institution located in Paris, France.

Pierre Falzon is the head of the Centre de Recherche sur le Travail et le Développement (CRTD; Center for research on work and development) and of the Ergonomics Lab, part of the CRTD. His present research interests concern on one hand constructive ergonomics, competence development and enabling environments, on the other hand human and organizational reliability (especially in aeronautics and medicine). On a more general level, he is interested in epistemological issues related to the practice of ergonomics and to ergonomics as a discipline.

Between 2000 and 2006, he has been successively Secretary General, then President of the International Ergonomics Association, world federation of national ergonomics societies.

Peter Hasle is a professor at the Centre for Industrial Production, Department of Business and Management, Aalborg University. His former positions include a professorship at the National Research Centre for the Working Environment and positions at the Technical University of Denmark, at CASA (independent research centre), the International Labour Organization and the Occupational Health Service.

Peter Hasle has extensive publications in international journals, books and book chapters. He has also been a keynote speaker at several international conferences. Peter Hasle’s research interests lie in integration of the work environment in management and operation, organisational social capital, sustainable work, lean, and organisation of work environment programmes.

Professor Pierre Falzon
Conservatoire national des arts et métiers (Cnam), Paris, France.

Professor Peter Hasle
Centre for Industrial Production, Aalborg University Copenhagen
Penelope Sanderson is Professor of Cognitive Engineering and Human Factors at The University of Queensland, where she has appointments in the Schools of Psychology, of Information Technology and Electrical Engineering, and of Medicine. After receiving her PhD from University of Toronto she worked for many years at University of Illinois at Urbana-Champaign before returning to her native Australia.

The general area of Penelope’s research is cognitive systems engineering, where she has been influenced by and has contributed to applications of cognitive work analysis. Together with her students, she has focused particularly on developing principles for the design of visual and auditory displays to be used in safety-critical systems, such as power plant control rooms and medical electrical equipment. In recent work she has applied cognitive work analysis to safety audits and organisational design. Further recent work brings systems and distributed cognition perspectives to the issue of interruptions and distractions in the workplace.

Penelope is a Fellow of the Academy of the Social Sciences in Australia, and also of the Human Factors and Ergonomics Society (HFES). She has received the HFES Distinguished International Colleague Award, the HFES Paul Fitts Educator Award, and has twice won the HFES Jerome Ely Award for the best paper in the journal Human Factors. She has also received the American Psychological Association Division 21 Franklin Taylor Award for Distinguished Contributions to Applied Experimental and Engineering Psychology.

Jody Hoffer Gittell is a professor of management at Brandeis University’s Heller School for Social Policy and Management. She received her PhD from the MIT Sloan School of Management and taught at the Harvard Business School before joining the faculty of Brandeis University.

Gittell’s research explores how coordination by front-line workers contributes to quality and efficiency outcomes in service settings. She has developed a theory of relational coordination, proposing that work is most effectively coordinated through relationships of shared goals, shared knowledge and mutual respect. Through the design of work systems it is demonstrated how organizations can support relational coordination. Gittell leads the Relational Coordination Research Collaborative, an international network of practitioners and researchers seeking to transform relationships for high performance using the framework and tools of relational coordination, and serves as co-founder and Chief Scientific Officer for Relational Coordination Analytics.
Geert Van Hootegem is a professor at the Faculty of Social Sciences at KU Leuven, where he teaches the following courses: sociology of labour, sociology of organisations, critical management studies and change management. He has a PhD in Sociology and conducts research at the Centre for Sociological Research (CeSO). His research unit Labour Organisation and Organisational Change is currently involved in research projects related to labour organisation, globalisation, quality of labour, stress and teamwork.

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Geerts research expertise covers: quantitative and qualitative research; workshops and consultancy concerning: labour market tendencies, new production concepts, work organisation, team based work, work load; qualification profiles; redesign of work organisation; flexibility; wellbeing at work and information society.
POSTER EXHIBITION

The poster exhibition will take place from Monday 18 August 10.00 until Wednesday 20 August 12.00 with an interactive poster session on Tuesday 19 August 15.15-16.15. The mounting time is Monday 18 August 08.00-10.00. Posters must be dismounted on Wednesday 20 August before 13.00. The remaining posters will be destroyed afterwards.

INFORMATION TO PRESENTERS

Technical Equipment for Oral Presentations

The facilities at the congress venue include pc with Microsoft Power Point software and data projectors. Presenters are kindly requested to hand in their presentation to the technician in each room at least 15 minutes prior to the session.

REGISTRATION

Registration & information desk

Opening hours:
Sunday 17 August.................... 15.00-18.00
Monday 18 August................... 8.00-18.00
Tuesday 19 August................... 8.00-18.00
Wednesday 20 August............. 8.30-12.00

On-site registration fees

Participants ....................................................................................................€ 975
Members of IEA affiliated associations ....................................................€ 950
IEA council members, students, developing countries ....................€ 800
Accompanying persons ............................................................................€ 150

Entitlements

Delegates’ registration includes:
• Participation in the scientific programme
• Final programme
• Proceedings on USB stick
• Coffee breaks & lunches
• Welcome reception
• City Hall reception

Registration cancellation & refund policy

Refunds are not made for unattended events, late arrivals or early departure. All refunds will be processed after the congress.
Congress Venue 18.00 - 19.30

Please come join your colleagues for a relaxing get-together including wine & snacks. The get-together will be held in the exhibition area. Included in the registration fee, but enrolment is required.

Restaurant Langelinie Pavillonen 19.30-24.00

A memorable highlight of the congress will be the Congress Dinner that provides an ideal opportunity to mingle and meet other colleagues. The restaurant is located with panoramic views of the entire Copenhagen waterfront adjacent to the Little Mermaid, The Citadel, and The Gefion Fountain – and not far from Amalienborg (Royal Palace) and Nyhavn. The restaurant is fitted and furnished with the very finest in Danish modern design.

Music by The Wingmen (rock'n'roll retro-band)
Transportation by bus is organised from the venue at 19.00 hrs. Shuttle busses will go back to the congress center from 22.00

Price: € 25 which includes bus transfer and a three-course dinner with wine and coffee. Tickets must be purchased in advance.

A cash bar (DKK and €) will be open the rest of the evening (cash only)

Copenhagen City Hall 19.00 - 20.30

The City of Copenhagen is pleased to invite all delegates to a reception at the beautiful and historic City Hall. The famous “City Hall Pancakes” and beverages will be served. As the reception is not a dinner, we suggest you make your own arrangements in the city centre after the event.

Included in the registration fee, but enrolment is required.
Copenhagen

Copenhagen is at the cross-roads between Continental Europe and Scandinavia and the Baltic area. The sea and waterfront dominate the city that has kept an old-world charm. The city's old streets and architecture blends in with modern design symbolising its rapid growth. The newly inaugurated Royal Opera offers a magnificent contemporary perspective of Denmark.

The modest size of the city is a great advantage for visitors. The best sights are within the city centre which has a bustling pedestrian shopping area called Strøget. Most roads have a bike lane, and compared with other European cities there is little traffic. Visitors may enjoy a leisurely stroll in a relaxed and safe environment — or a bicycle ride.

Congress venue

The venue for the congress is DGI-Byen’s conference center from 2009: CPH Conference. The center is located an approx. 5 minute walk from the Central Station.

The address of the venue is:
Tietgensgade 65 (entrance from Kvægtorvsgade)
1704 København V, Denmark
Phone: +45 3329 8000
www.dgi-byen.dk

Congress language

The congress language is English. No simultaneous interpretation will be provided.

Name badges

Entrance to the congress area and to the various social events will be limited to badge holders only. If the badge is lost, please contact the registration desk. A fee of DKK 50 will be charged for each new badge.

Certificate of attendance

Certificate of attendance can be obtained upon request at the registration desk from Tuesday.

Insurance

You are requested to arrange your own health and travel insurance. The congress organiser is not responsible for any injuries or damages occurring during the congress.

Weather

Denmark has a maritime climate, which means that the weather is temperate, no extreme heat or cold. In the August the weather is usually dry and pleasant with daytime temperatures around 15 – 20 C. However, rain may occur, so it is advisable to bring a light raincoat or umbrella.

Voltage

Electricity in Denmark is 220-volt AC. Plugs are European standard with two round pins.

Currency & credit cards

The currency in Denmark is the DKK (Danish kroner). Major credit cards are accepted in hotels, taxis, restaurants and shops.

Tipping

Service charges are always included.
Public Transportation

Copenhagen has an extensive and very reliable network of public transportation including buses, trains, S-trains and metro.

Airport - City – Congress venue
Trains run every 20 minutes between the airport and the Copenhagen Central Station (Hovedbanegården). The train fare is approximately DKK 36.

The congress venue, DGI-Byen/CPH Conference is located an approx. 5 minute walk from the Central Station.

A typical taxi fare between the airport and the City Centre/Congress Venue is approximately DKK 200.

City Centre – Congress Venue
The official congress hotels are located within walking distance from the Congress Venue (5-10 minutes).

Parking at the venue
The parking can be accessed from Ingerslevgade.

Prices (for each hour commenced)
6.00-22.00 – 19 DKK/hour
22.00-6.00 – 6 DKK/hour
For 24 hours – DKK 170
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EXHIBITION INFORMATION

Exhibition Opening Hours
Sunday 17 August  18.00 – 20.00
Monday 18 August  8.00 – 18.00
Tuesday 19 August  8.00 – 18.00
Wednesday 20 August  8.00 – 12.00

More information about the exhibitors
www.salli.com
www.contour-design.com / www.rollermouse.com
www.dynamostol.dk

FLOOR PLAN

GROUND FLOOR
1. Foyer
2. Reception
3. Sankt Hans Torv
4. Nørrebros Runddel

1ST FLOOR
1. Kastrup Lufthavn
2. Christianshavn
3. Islands Brygge
4. Christiania
5. Amager Strandpark
6. Break / lounge area
7. Break / lounge area

2ND FLOOR
1. Roof terrace
2. Istedgade
3. Hovedbanen
4. Tivoli
5. Vesterbro Torv
6. Enghave Plads
7. Kødbyen
8. Break / lounge area
THANKS

SEE YOU AT
NES 2015 & ODAM 2017
Professional congress organiser

ICS A/S
Strandvejen 169-171
P.O. Box 41
DK-2900 Hellerup
Denmark

Tel: +45 3946 0500
Fax: +45 3946 0515
E-mail: reservations@ics.dk
www.ics.dk