

# A Close-up View On Company Reflexology!

## An anonymous user survey

By Leila Eriksen, chairman of the FDZ Research Council

*Stress, awkward working positions, and a hectic work pace, are all factors in muscle and joint pain. If left untreated, these disabilities can lead to worker absences, causing economical loss for the company. Therefore, in recent years, many companies have realized that it is worthwhile having a reflexologist on staff.*

### Satisfied companies

The post offices in Odense, the SAS Cargo Division, the firm of solicitors Føns & Hove, and recently the community of Ishøj have all stepped forward and told their story of saving millions of kroner because they have all experienced a significant drop in absences due to illness after employing a company reflexologist.

The employees are experiencing less pain and are taking fewer sick days. In addition, they feel that the company is interested in doing something for them, and a feeling of increased satisfaction is spreading among the employees. Loyalty is strengthened.

### Good investment

Employing a company reflexologist is a good investment for the company. That is what the Tåstrup based Telecom company believes.

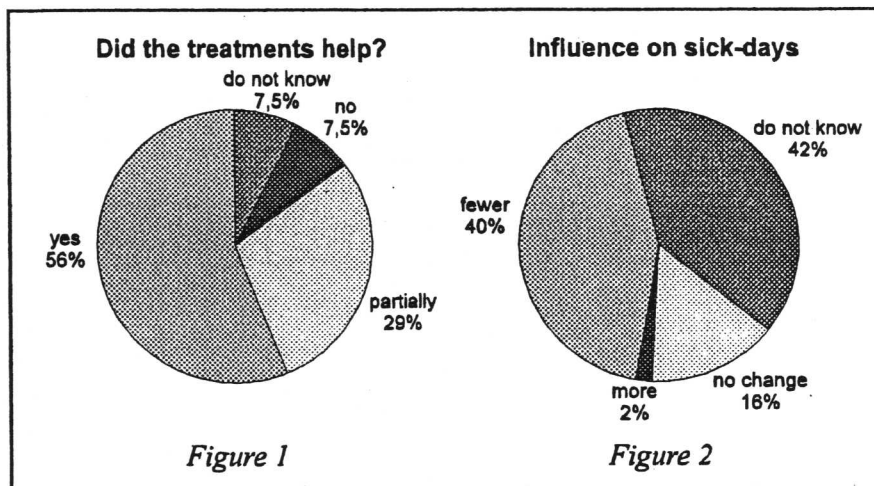


Figure 1

Figure 2

On January 1, 1991, Telecom chose to hire FDZ authorized reflexologist Søren Levin, who worked 21 hours a week (mon-tue-wed) with the company and its 7-800 employees.

After working at Telecom for 2 years, Søren decided it would be of interest to examine results from this period. It would be exciting to have the user-experiences evaluated. How did the employees feel about the arrangement? Were they satisfied? What improvements could be made?, etc.

Søren Levin formulated his ideas, and contacted the research council of FDZ, who then helped him work out a questionnaire.

### The questionnaire

The questionnaire was sent to each of the 156 individuals who had consulted the reflexologist in the period between January 1, 1991 and December 31, 1992.

The questionnaire came with an informative letter stating that the reflexology arrangement at Telecom was 2 years old, and that 156 employees had received a total of 1025 treatments.

The purpose of his study was to evaluate the users' experiences with company reflexology in order to better meet their needs in the future.

The questionnaires were returned anonymously in an enclosed envelope.

The employees were encouraged to return the questionnaire even if it was not filled out. (Which is important for the statistical analysis of the incoming material).

Of the 156 questionnaires, 116 were returned, giving a return rate of 75%. The 116 questionnaires were answered by 87 women and 19 men. 10 were blank.

The majority of patients had been treated for back pain,



