

Example Workplace Stress Survey report

Example Organisation

30 September 2019

Filter: Current year



Executive summary

This summary report contains results for the Example Workplace Stress Survey carried out by Example Organisation during May 2018.

This survey investigated perceptions of work-related stress and wellbeing across Example Organisation. Approximately 600 people were invited to complete the survey and responses were obtained from 528 (Current year). See Appendix A for a summary of their details.

The Stress Indicator Tool (SIT) has been developed by the Health and Safety Executive (HSE) to measure the attitudes and perceptions of the workforce about work-related stress. The SIT is part of the HSE Stress Management Standards, which are HSE's risk assessment approach to help employers manage the causes of stress in the workplace.

HSE advocates use of the SIT at Step Two of the Management Standards approach, as a source of data that can be used to identify the extent to which work-related stress is a problem in your organisation.

This report summarises the views and experiences of your employees. This will enable Example Organisation to focus on the priority areas and make targeted improvements.

The scoring system used in the report is based on a 5 point scale. Generally, mean scores of 4 and above can be considered as good performance. Mean scores of 2 or below can be regarded as an indication that improvement is needed. Please be aware that scores that indicate reasonable/good performance may still include pockets of poorer performance. Reviewing your data with a more detailed breakdown (i.e. by different demographic categories) and running focus groups can help you to explore and validate your scores in more depth.

Main findings

The following chart shows the mean scores for each of the six key areas covered by the Management Standards:

Demands - this includes issues such as workload, work patterns and the work environment.

Control - how much say the person has in the way they do their work.

Support - this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.

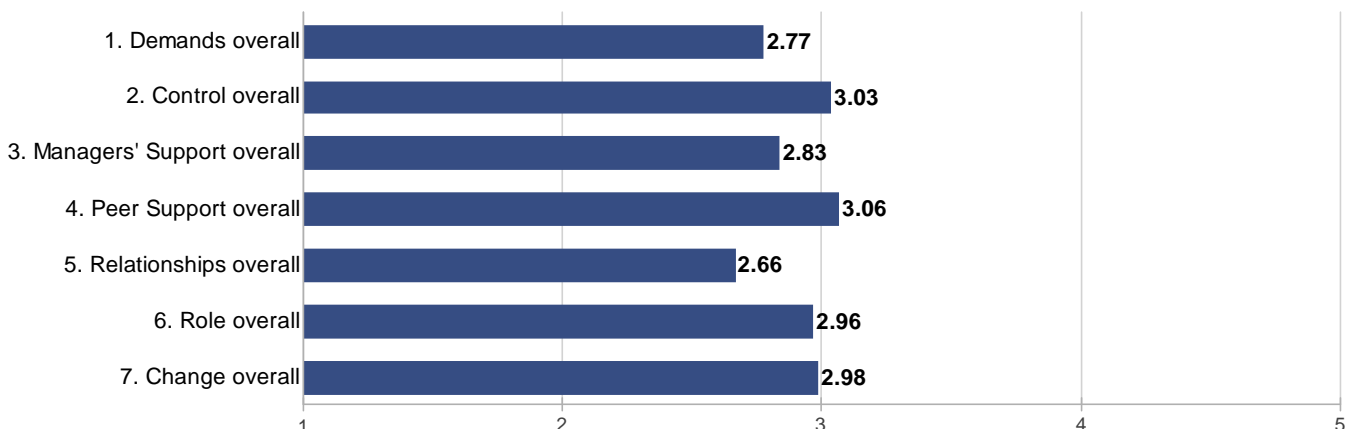
Relationships - this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour.

Role - whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.




Change - how organisational change (large or small) is managed and communicated in the organisation.

The six areas are reported as seven factors because 'Support' is broken down into two factors: Managers' Support and Peer Support. The scores range from 1 (poor) to 5 (desirable).




Summary of mean scores for all factors, for Current year



The questions and related factors with the highest mean scores are:

-  4: Peer Support - If work gets difficult, my colleagues will help me (3.50)
-  4: Peer Support - I get help and support I need from colleagues (3.34)
-  2: Control - I have a say in my own work speed (3.30)

The questions and related factors with the lowest mean scores are:

-  5: Relationships - There is friction or anger between colleagues (2.41)
-  1: Demands - I have to neglect some tasks because I have too much to do (2.43)
-  5: Relationships - I am subject to personal harassment in the form of unkind words or behaviour (2.45)

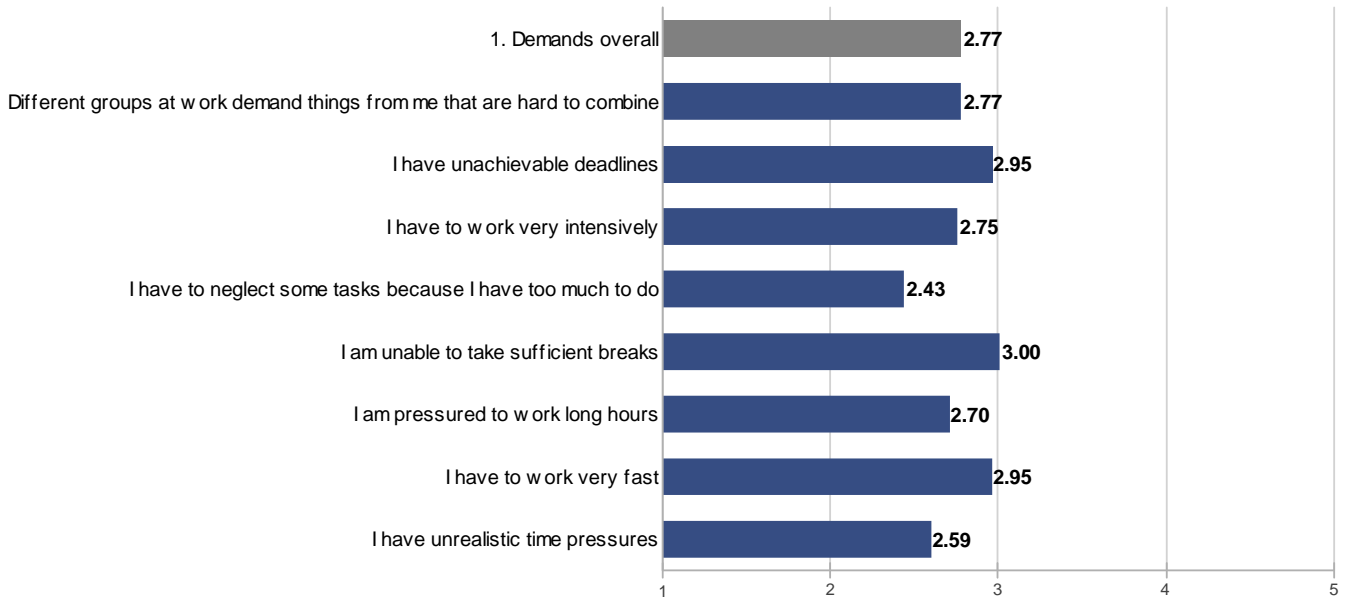
These highest and lowest scoring statements are identified on a comparative basis. Therefore, it is recommended that the scores be interpreted in context. For example, the statements with the highest scores may still represent areas of weakness if those scores are relatively low. In contrast, the lowest scoring statements may have relatively high scores.

The next section of this report will provide you with a detailed breakdown of each of the factors.

For advice on what to do with your findings see 'Next Steps' section at the end of this report.



1. Demands

The Demands factor is made up of a number of statements that explore issues such as workload, work patterns and the work environment. The findings for Example Organisation (Current year) are presented below.

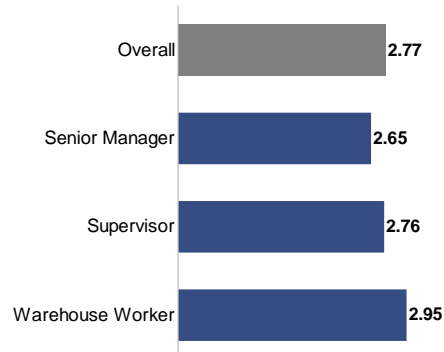


The statements with the highest and lowest mean scores for this factor are shown below.

These highest and lowest scoring statements are identified on a comparative basis. Therefore, it is recommended that the scores be interpreted in context. For example, the statements with the highest scores may still represent areas of weakness if those scores are relatively low. In contrast, the lowest scoring statements may have relatively high scores.

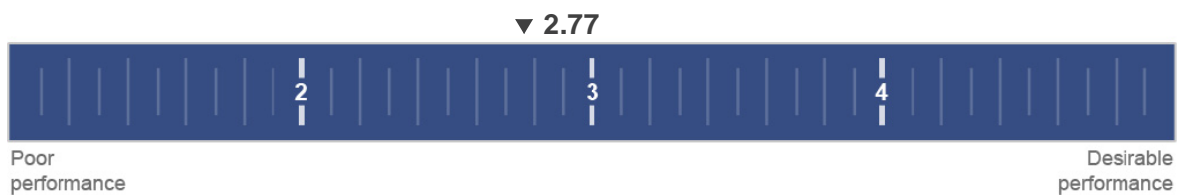
-  I am unable to take sufficient breaks (3.00)
-  I have to neglect some tasks because I have too much to do (2.43)

This chart shows the breakdown of mean scores by role:



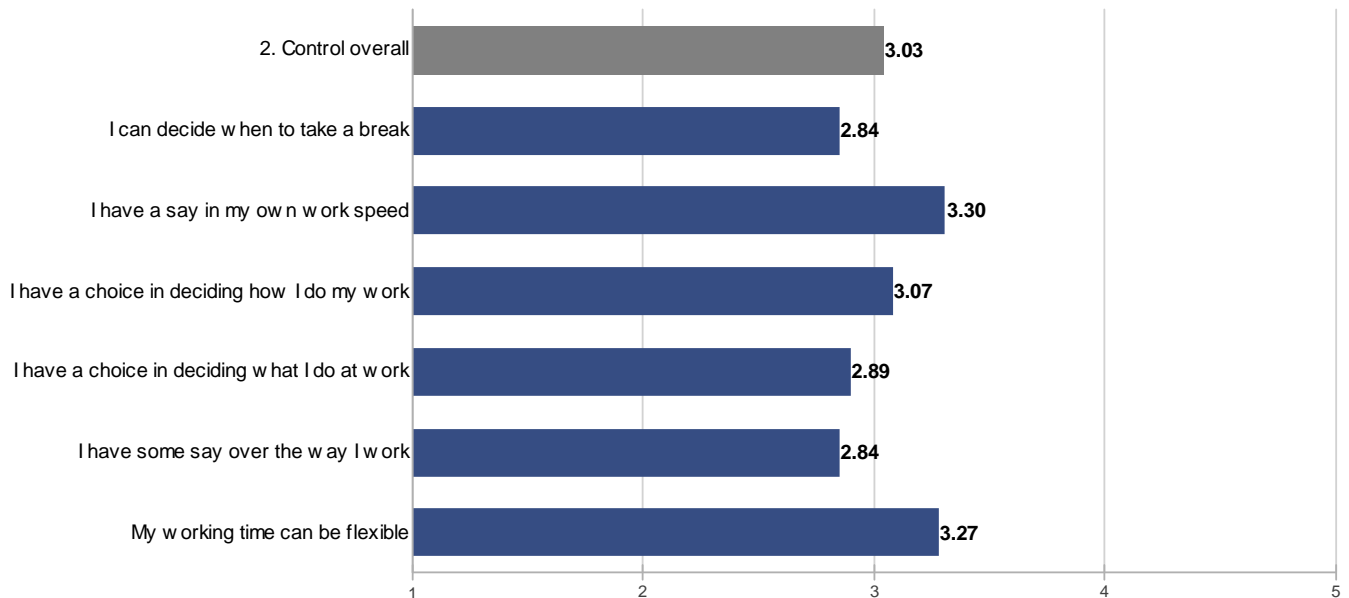
Your performance

The following chart shows your mean score for Demands. HSE is currently developing benchmarking data which will be shown here when it becomes available.





2. Control

The Control factor is made up of a number of statements that explore how much say the person has in the way they do their work. The findings for Example Organisation (Current year) are presented below.

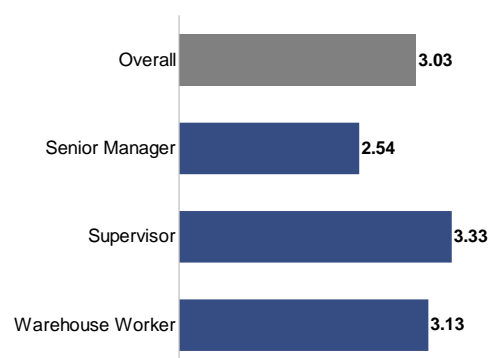


The statements with the highest and lowest mean scores for this factor are shown below.

These highest and lowest scoring statements are identified on a comparative basis. Therefore, it is recommended that the scores be interpreted in context. For example, the statements with the highest scores may still represent areas of weakness if those scores are relatively low. In contrast, the lowest scoring statements may have relatively high scores.

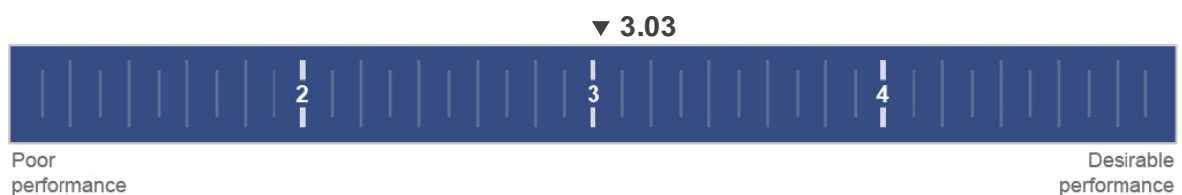
-  I have a say in my own work speed (3.30)
-  I can decide when to take a break (2.84)

This chart shows the breakdown of mean scores by role:



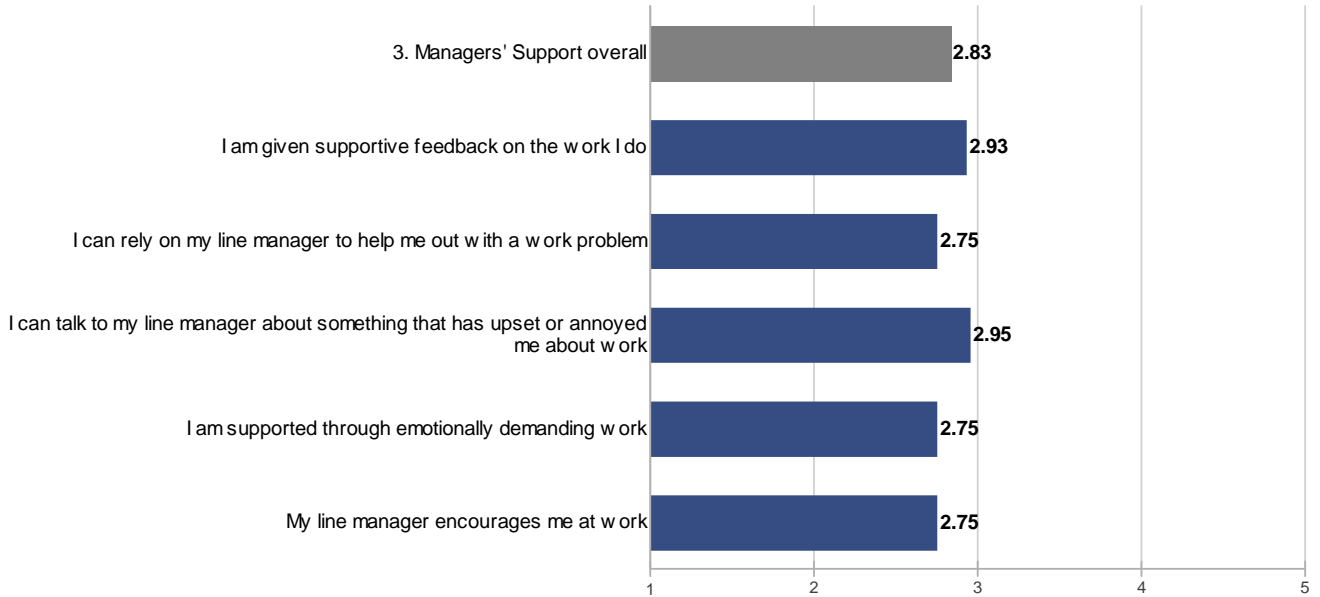
Your performance

The following chart shows your mean score for Control. HSE is currently developing benchmarking data which will be shown here when it becomes available.





3. Managers' Support

The Managers' Support factor is made up of a number of statements that explore the encouragement, sponsorship and resources provided by the organisation and line management. The findings for Example Organisation (Current year) are presented below.

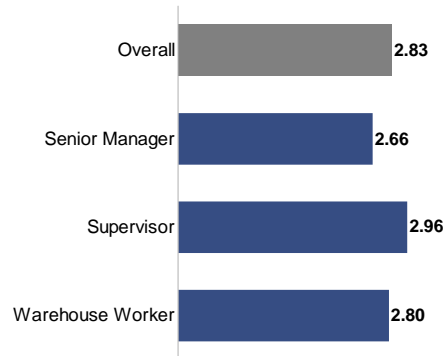


The statements with the highest and lowest mean scores for this factor are shown below.

These highest and lowest scoring statements are identified on a comparative basis. Therefore, it is recommended that the scores be interpreted in context. For example, the statements with the highest scores may still represent areas of weakness if those scores are relatively low. In contrast, the lowest scoring statements may have relatively high scores.

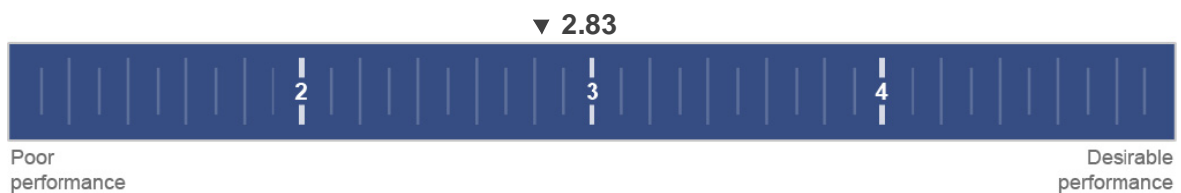
-  I can talk to my line manager about something that has upset or annoyed me about work (2.95)
-  I can rely on my line manager to help me out with a work problem (2.75)

This chart shows the breakdown of mean scores by role:



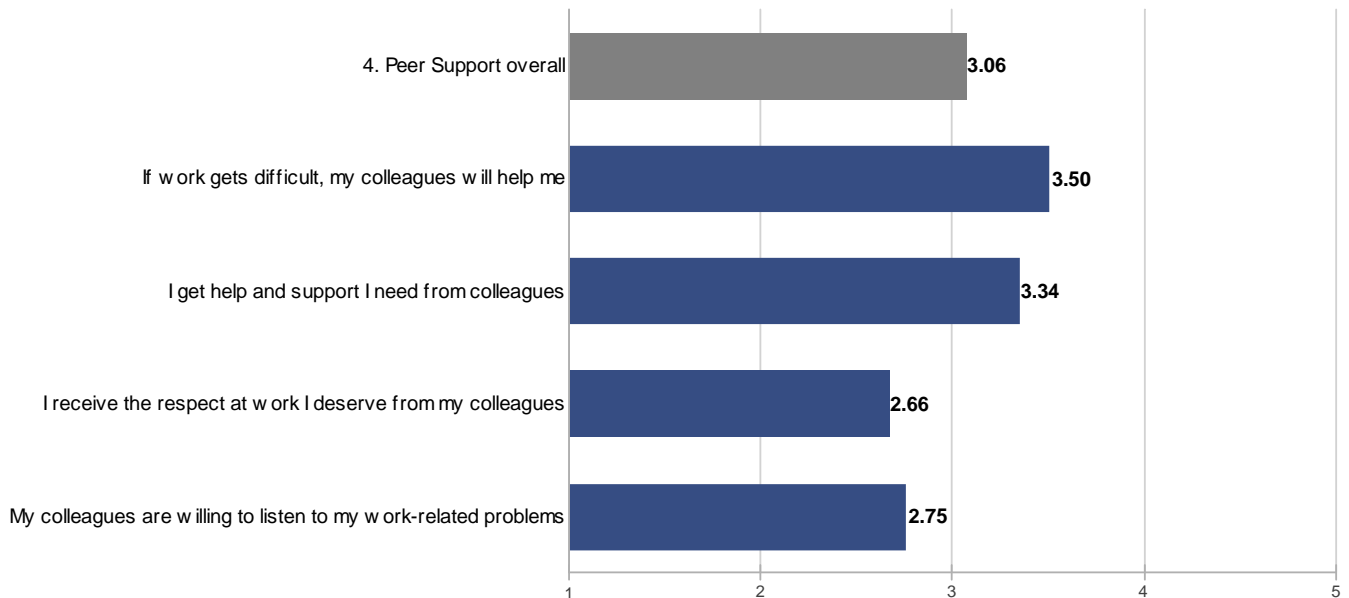
Your performance

The following chart shows your mean score for Managers' Support. HSE is currently developing benchmarking data which will be shown here when it becomes available.



4. Peer Support

The Peer Support factor is made up of a number of statements that explore the encouragement, sponsorship and resources provided by colleagues. The findings for Example Organisation (Current year) are presented below.

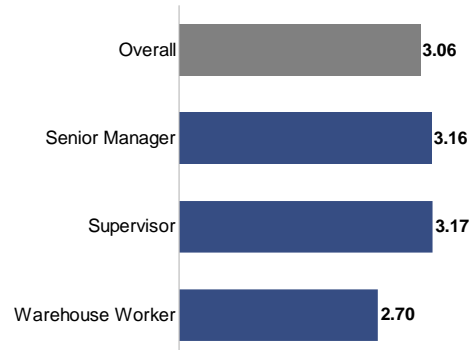


The statements with the highest and lowest mean scores for this factor are shown below.

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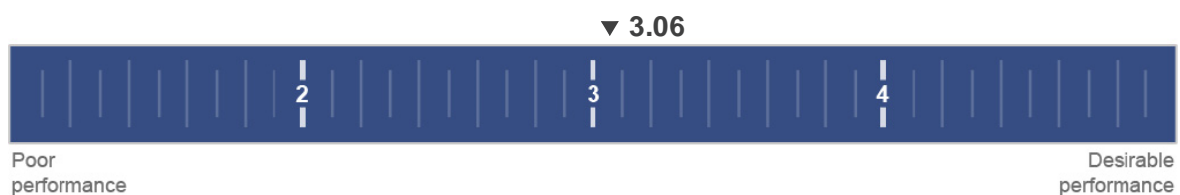
- ↑ If work gets difficult, my colleagues will help me (3.50)
- ↓ I receive the respect at work I deserve from my colleagues (2.66)

This chart shows the breakdown of mean scores by role:



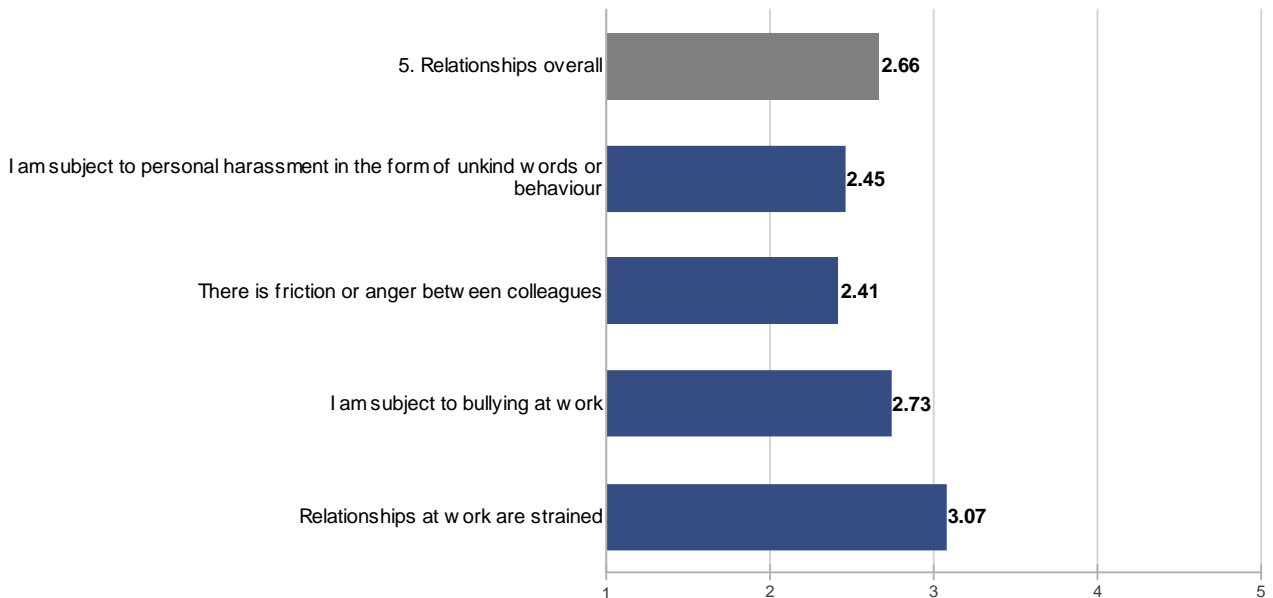
Your performance

The following chart shows your mean score for Peer Support. HSE is currently developing benchmarking data which will be shown here when it becomes available.





5. Relationships

The Relationships factor is made up of a number of statements that explore promoting positive working to avoid conflict and dealing with unacceptable behaviour. The findings for Example Organisation (Current year) are presented below.

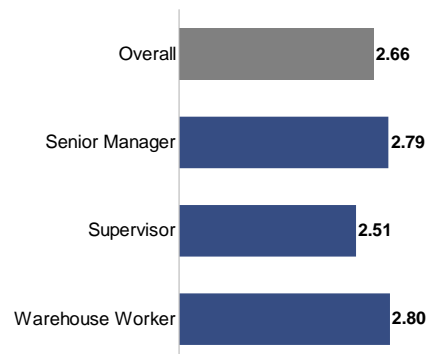


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-  Relationships at work are strained (3.07)
-  There is friction or anger between colleagues (2.41)

This chart shows the breakdown of mean scores by role:



Some statements in the survey specifically address harassment and bullying in the workplace.

In this survey:

- 492 respondents (93.2%) reported that they have experienced bullying in the workplace.
- 504 respondents (95.5%) reported that they have experienced harassment in the workplace.

5. Relationships

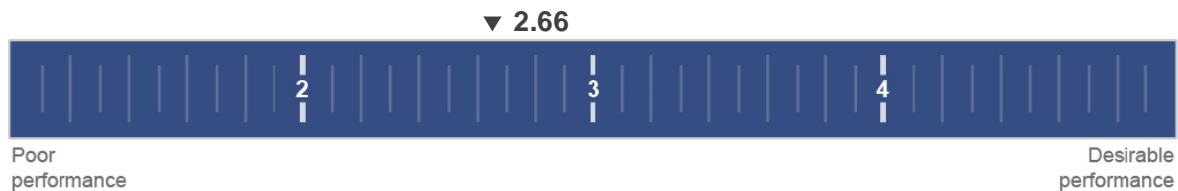
It is important you take steps to tackle such behaviour, you could:

- Send a statement of commitment from senior management emphasising that bullying and harassment will not be tolerated.
- Establish a formal system for reporting and tackling inappropriate behaviour - keep it simple and include staff (and their representatives) when developing it.
- Provide examples of the different types of behaviour that is unacceptable so that everyone is reminded of their responsibility to one another.
- Remind employees what they should do if they believe they are subject to bullying or harassment.
- Explain the types of support available to them, e.g. company intranet, Employee Assistance Programmes, other helplines or websites, members of staff they can talk to in confidence etc.
- Reassure employees that they will be dealt with fairly and confidentially if they come forward to report an incident of bullying or harassment.

As the survey is anonymous, you may not be able to identify affected individuals, but you may be able to identify affected groups e.g. work areas or job types that have higher incidence rates by using the filtered report "" or from pre-existing data relating to disciplinary action, staff reporting, team meeting feedback, etc.

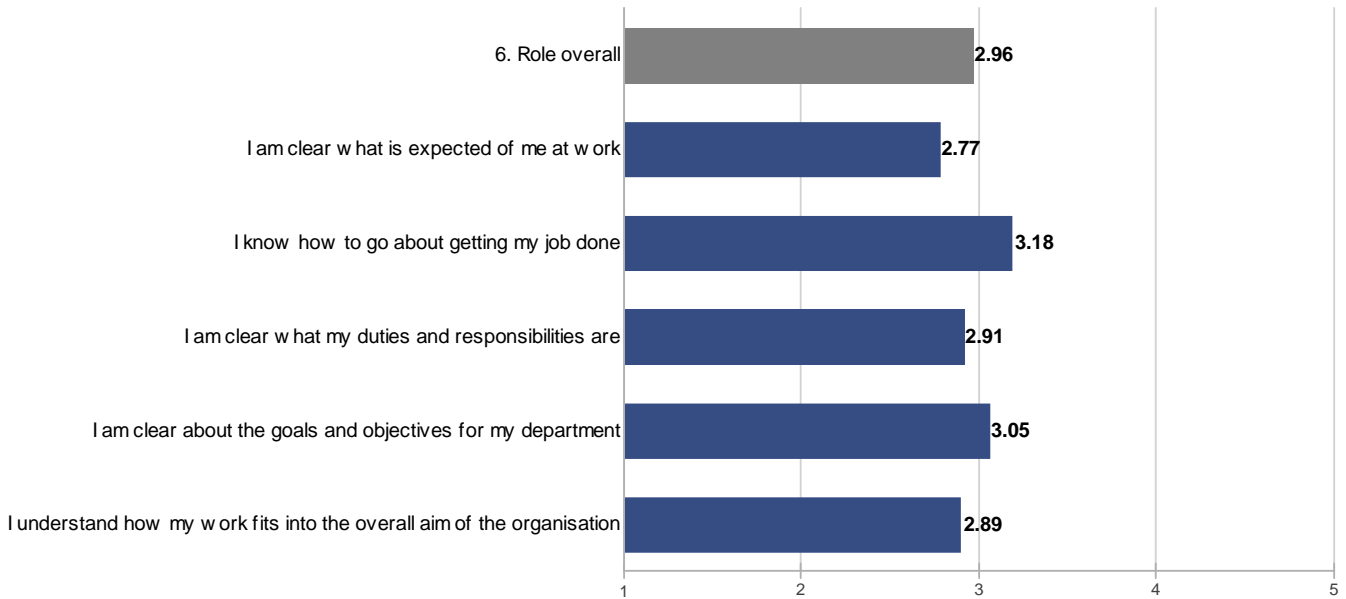
Your performance

The following chart shows your mean score for Relationships. HSE is currently developing benchmarking data which will be shown here when it becomes available.





6. Role

The Role factor is made up of a number of statements that explore whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles. The findings for Example Organisation (Current year) are presented below.

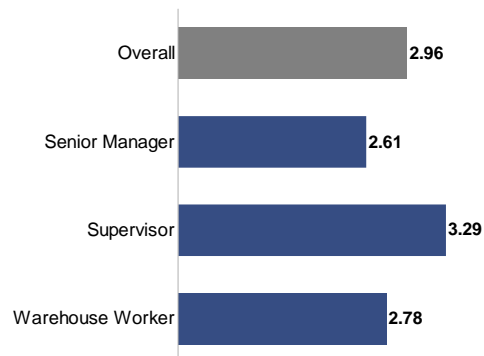


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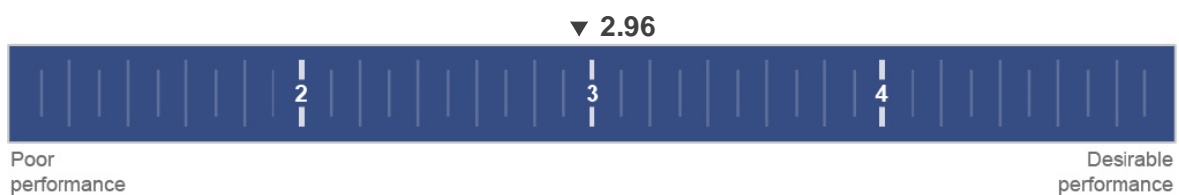
-  I know how to go about getting my job done (3.18)
-  I am clear what is expected of me at work (2.77)

This chart shows the breakdown of mean scores by role:



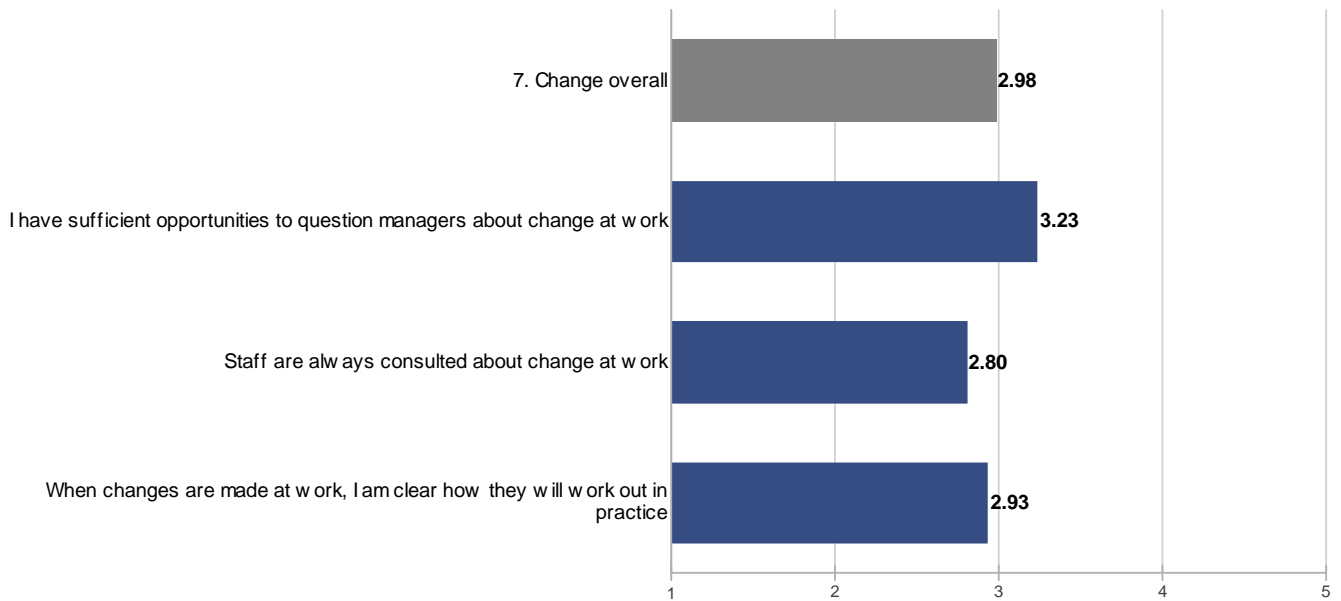
Your performance

The following chart shows your mean score for Role. HSE is currently developing benchmarking data which will be shown here when it becomes available.





7. Change

The Change factor is made up of a number of statements that explore how organisational change (large or small) is managed and communicated in the organisation. The findings for Example Organisation (Current year) are presented below.

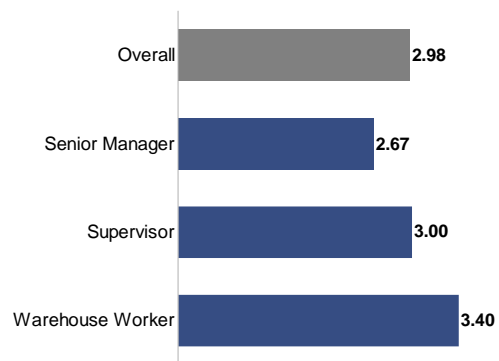


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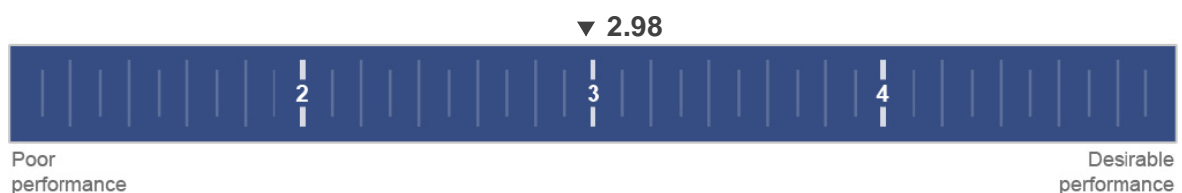
-  I have sufficient opportunities to question managers about change at work (3.23)
-  Staff are always consulted about change at work (2.80)

This chart shows the breakdown of mean scores by role:



Your performance

The following chart shows your mean score for Change. HSE is currently developing benchmarking data which will be shown here when it becomes available.






Next steps

To get the most out of your survey, explore the reasons underlying people's survey responses. We recommend talking to your staff (e.g. focus groups) to investigate the reasons behind their survey responses, and work with them to develop your action plans. See Online Help for more information (it can be accessed from your survey homepage).

Priorities for improvement based on the survey findings

When developing your action plan, start by focusing on the following key areas identified by the survey results:

The statements with the lowest mean scores were:

-  5: Relationships - There is friction or anger between colleagues (2.41)
-  1: Demands - I have to neglect some tasks because I have too much to do (2.43)
-  5: Relationships - I am subject to personal harassment in the form of unkind words or behaviour (2.45)

Below are some suggestions relating to your areas for improvement. These are intended as a starting point for discussion only, as not all points will be relevant in your organisation.

Factor	Suggestions
1. Demands	<ul style="list-style-type: none">■ Allow regular breaks, especially when the work is complex or emotionally demanding.■ Provide realistic deadlines. Provide adequate training and resources for doing the job.■ Design jobs that provide stimulation and opportunities for workers to use their skills.■ Provide sufficient challenge/pressure to keep staff motivated and interested in their work.■ Attend to the physical environment - take steps to reduce unwanted distraction, disturbance, noise levels, vibration, dust etc. where possible.■ Assess the risk of physical violence and verbal abuse, and take steps to deal with it.

Factor	Suggestions
5. Relationships	<ul style="list-style-type: none">■ Encourage good, honest, open communication at all levels in work teams.■ Provide opportunities for social interactions among workers.■ Provide support for staff who work in isolation.■ Create a culture where colleagues trust and encourage each other.■ Agree which behaviours are unacceptable and ensure people are aware of these.■ Have a zero tolerance approach to bullying and harassment. If cases of bullying and harassment are identified, take immediate action to address it.

This summary report has been automatically produced by the HSE SIT software and provides an overview of your results. We recommend further exploration of the SIT charts for more detailed understanding.

In order to gain a deeper understanding of the issues underpinning your results, we also recommend conducting independently run focus groups with employees. Please refer to the "Need more support" section of this report for further details about this.

Need more support?

A survey forms only a part of your stress risk assessment and identifying areas for improvement is just the start of your programme to reduce work-related stress and enhance performance and wellbeing.

If you need support taking further steps, specialists in HSE's Work Psychology Team are available every step of the way to help you get the most from your survey results and guide your progress.

Whether it's training your managers, helping you to set up a focus group or providing independent advice, we have a team of work psychology experts that are uniquely placed to support your interventions.

If you would like further support on how to design and implement an effective action plan, please contact Phoebe Smith on phoebe.smith@hse.gov.uk

<https://solutions.hse.gov.uk>