



# **Psychosocial Working Conditions in Britain in 2006**

Health and Safety Executive

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## **SUMMARY**

### ***Introduction***

This report presents 2006 analyses from an annual series of surveys on psychosocial working conditions that began in 2004. These surveys were set up to monitor changes in the psychosocial working conditions of Demand, Control, Managerial Support, Peer Support, Role Relationships and Change at work in Britain. These are the working conditions HSE's management Standards, launched in November 2004, are aiming to improve among British workers. Initial large scale encouragement of uptake of the Management Standards began in mid 2006 and focused on target industries with the highest rates of work stress-related ill-health and absence. These target Standard Industrial Classification (SIC) groups are Financial Intermediation (SIC Section J); Public Administration & Defence (SIC Section L); Education (SIC Section M); and Health & Social work (SIC Section N).

### ***Results***

The survey results presented indicate no significant change in the psychosocial working conditions of Demand, Control, Managerial Support, Peer Support, Role and Change among British employees 2004 to 2006. Survey results indicated a significant improvement in Relationships at work among British employees 2004 to 2006. Analyses showed no significant trend in Relationships within target and non-target industries, although any trend would have to be greater to be detected reliably within these smaller groups.

Survey results indicate a significant fall 2004 to 2006 in the proportion of British employees reporting their jobs as very or extremely stressful. Indeed, there was a highly significant fall 2004 to 2006 in the proportion of British employees within the target industry groups reporting their jobs as very or extremely stressful. This falling trend was significant within the education sector despite smaller numbers in this analysis.

Overall results indicated no significant change 2004 to 2006, both in the proportion of employees who reported initiatives on stress at work, and the proportion who reported discussing stress with their line manager in the previous 12 months. In both cases around a third of employees reported these.

## **Conclusions**

Psychosocial working conditions for British employees have not generally significantly changed 2004 to 2006. However, the main effects of the Management Standards for work-related stress should not be expected to emerge until 2007 or 2008. Then it would be predicted that these should result in improved psychosocial working conditions followed by an increasing fall in job stressfulness and stress-related ill-health. Consequently it is unlikely that the fall in those reporting their jobs as very or extremely stressful currently seen is directly related to the Management Standards. Continued collection and analyses of data on these underlying trends among British employees will in combination with other evidence enable better understanding of the possible effects of HSE's Management Standards in Britain.

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# 1. INTRODUCTION

This report provides results from the 2006 survey of psychosocial working conditions in Great Britain, the third in an annual series of surveys. It provides analyses from 2006 surveys and tracks the changes from similar surveys in 2004 and 2005. It aims to assess changes in the 6 key psychosocial working conditions of demand, control, support, role, relationships and change covered by HSE's Management Standards for work-related stress. It also aims to compare changes in industries targeted with greater HSE promotion of the Management Standards against those where currently HSE promotion is less active. Results will be used to inform the assessment of current HSE activities on work-related stress.

Full details of the rationale for these surveys can be found in past survey reports published on the HSE website (HSE, 2004; HSE & HSL, 2005). Details of the Management Standards for work-related stress including details of how the stress indicator tool questions used in this survey were developed are also published on the HSE website (HSE, 2006a).

## 2. METHODOLOGY

### 2.1 Omnibus survey

In 2006 HSE commissioned a series of questions in two of the Office for National Statistics (ONS) Omnibus Surveys, carried out in March and April 2006. The Omnibus survey is a multi-purpose survey developed by the ONS for use by Government departments and other public bodies. It is a vehicle for questions on topics too brief to warrant a survey of their own and also for topics of immediate interest. Since April 2005, interviewing has been carried out every month (previously the survey was run in two months out of every three – eight months of the year in all). Each month's questionnaire covers a variety of modules each sponsored by a Government department (or public body) and a core of demographic questions. The number of questions contained within a module is limited by ONS, and each sponsor is limited to a single module within any given survey. Due to these restrictions, HSE ran questions in consecutive (March and April) Omnibus surveys.

#### 2.1.1 Sample

The Omnibus sample is a random probability sample stratified by region, the proportion of households with no car, the proportion of households where the

household reference person is in the National Statistics Socio-economic Classification (NS-SEC) categories 1-3, and the proportion of people who are aged over 65 years. The Office for National Statistics website provides a fuller description of the stratification (ONS, 2006). The Royal Mail's Postcode Address File (PAF) of 'small users' provided the sampling frame used. The PAF contains the addresses of approximately 27 million private households in the UK, which receive fewer than 50 items of mail per day, and is the most complete and up to date address database in the UK.

Until March 2005, the Omnibus survey was based upon 100 postal sectors, and within each sector 30 addresses were selected at random. However, from April 2005, when the Omnibus survey became a monthly survey rather than running in 8 months of the year, the survey consisted of 67 postal sectors, with 30 addresses selected at random from each of these sectors. The postal sectors were selected with probability proportionate to size (number of addresses within the postal sector).

In the cases where an address contained more than one household, the interviewer used a standard ONS procedure to randomly select a single household. Within households containing more than one adult member (aged 16 years or above), a single participant was selected using random tables.

### *2.1.2 Weighting*

As only one household member was interviewed, the likelihood of being selected was higher in households containing few adults than those with many adults. A weighting factor was therefore applied to correct for this unequal probability of selection.

### *2.1.3 Fieldwork*

All interviews were carried out face-to-face by interviewers trained to carry out ONS surveys. Advance letters were sent to all the selected households giving a brief account of the survey. Interviewing was completed within a two-week period in both months. Interviewers called at all selected addresses (unless refusal had been made beforehand in response to the advance letter). The interviewer made at least three calls at an address at different times of the day before abandoning the attempt to contact and interview the selected household. The interviewer only interviewed the selected household member with no proxy interviews taken.

## **2.2 Questionnaire**

The psychosocial working conditions questions used consisted of all questions developed as part of HSE Management Standards indicator tool. Some details of the development of this tool are given in Cousins et al (2004) with full details in Clarke (2004). The indicator tool comprises 7 separate scales of Demand, Control, Managerial Support, Peer Support, Role, Relationships and Change that map onto the 6 Management Standards. Additional questions to identify eligible respondents (see section 2.3.1 below) and to assess current activity in respect to the management of stress were also included. For reasons stated below, the questionnaire had to be split into two separate modules. These modules are shown in appendix B.

Along with the module on psychosocial working conditions, each Omnibus survey also contained other modules and a core set of demographic and occupational questions. In Omnibus surveys, the number of questions per module are strictly limited and organisations are only permitted one module in each survey month. Due to these restrictions the psychosocial working conditions questions were split into two modules; (i) role, relationship and change questions and (ii) demand, control and support questions; these modules were included in the March and April surveys respectively. However, both HSE modules contained key questions termed first pass questions, that were thought to best represent each of the six standards.

An error in the implementation of the April 2005 Omnibus survey resulted in the rerunning of the March module for that year. Consequently little information on demand, control and support are available for 2005.

## **2.3 Response Rate and numbers sampled**

The response rate is calculated as the number of achieved interviews as a percentage of the eligible sample. The response rates for the 6 survey modules included in this analysis are shown in Table 1.

**Table 1. Response rates for Omnibus survey modules**

Module	Selected addresses	Ineligible addresses	Eligible addresses	Refusals	Non-contact	Interviews achieved	Response rate
March 2004	3000	225	2775	707	317	1751	<b>63%</b>
April 2004	3000	222	2778	742	350	1686	<b>61%</b>
March 2005	3000	238	2762	739	310	1703	<b>62%</b>
April 2005*	2010	191	1819	440	127	1251	<b>69%</b>
March 2006*	2010	195	1815	470	144	1220	<b>66%</b>
April 2006*	2010	185	1825	434	103	1295	<b>71%</b>

\* Note a change in ONS methodology from April 2005 reduced the number of selected address by just under 1000

### 2.3.1 Responses to HSE modules

HSE's psychosocial working conditions modules were administered to a sample from the population of all current employees and those currently self-employed who worked like employees. This was because the questioning was based largely on work-relationships and structures that would be of little relevance to self-employed people who worked largely on their own with control over their work. Those eligible to answer HSE modules were filtered on those in paid employment who stated that they were classified as employees or those who were self-employed and reported that they worked like an employee.

Those selected to answer HSE questions by Module is shown below in Table 2.

**Table 2. Numbers eligible to answer psychosocial working conditions questions**

Module	Eligibility for psychosocial working conditions questions		Total interviews achieved for module
	Eligible	Ineligible	
March 2004	891	860	1751
April 2004	836	850	1686
March 2005	845	858	1703
April 2005*	631	620	1251
March 2006*	606	614	1220
April 2006*	639	656	1295

\* Note a change in ONS methodology from April 2005 reduced the number of selected address and hence numbers asked HSE questions

## **2.4 Analysis**

### *2.4.1 Derivation of Scale scores*

Working conditions questions derived from HSE's indicator tool represent 7 scales of Demand, Control, Managerial Support, Peer Support, Role, Relationships and Change. One of two 5-point Likert response scales were used for all psychosocial working conditions questions. These were either a 5-point balanced frequency scale from Never to Always, or a 5-point balanced scale of agreement from Strongly Disagree to Strongly Agree, with responses coded 1 to 5 respectively. However, in derivation of scores for the scales the numerical values for the question items were realigned so 1 represented the most unfavourable working conditions and 5 the most favourable. This resulted in question items in the demand and relationships scales having their scoring reversed as the strongly agree and, always responses for questions in these scales represent the most unfavourable working conditions.

The overall score for each of these seven scales was calculated for each respondent by adding the item scores for each question in that scale answered and dividing by the total number of questions answered in that scale. In this way a mean score standardised to between 1 and 5 was derived for each of the seven scales representing the standards. This had the effect of standardisation of scale scores regardless of the number of items in the scale and treating missing items as being the equivalent of the mean of other items in the scale for that individual respondent.

### *2.4.2 Additional questions on stress*

All the interviewees were asked three additional questions about stress. The first asked the interviewee how stressful they found their job to be and was answered using a balanced 5 point Likert scale, with responses ranging from 1 = 'Not at all stressful' to 5 = 'Extremely stressful'. The remaining questions asked about initiatives to reduce stress in the workplace and discussion of job stressors with managers and required yes/no/don't know responses. These later questions were used to provide some surrogate indicator of employer activity on stress. The question on job "stressfulness" has been used else where and responses very and extremely stress were identified as indicators of high job stress (Smith *et al.* 2000).

### *2.4.3 Derivation of target industry variables*

The stress programme has targeted industry sectors of Financial Intermediation; Public Administration & Defence; Education; and Health & Social work, corresponding to sections J, L, M and N of the Standard Industrial Classification (SIC) of Economic Activities, ONS (2003). These industries were targeted because they had the highest incidence rates of stress and associated sickness absence (HSE, 2006b). Core module questions contain no industry information although they do contain information on occupation classified according to four digit Standard Occupation Classification (SOC). Recoding from the 4 digit SOC codes, to the top level SIC codes was undertaken by assigning probabilities based on SIC SOC cross tabulations from the 2001 census. The methodology for probability based classification into target and non-target sectors and into the industry sections of Financial Intermediation; Public Administration & Defence; Education; and Health & Social work is shown below:

#### Classification to target/non-target

If the sum of the respective probabilities of the respondent working within the Financial Intermediation; Education; Public Administration and Defence; and Health and Social Work sectors was  $\geq 0.5$  it was classified as within the industry target sectors, if  $< 0.5$  it was classified as within non-target sectors.

#### Classification to specific industry target sectors

Cases were assigned to one of the target sectors Financial Intermediation; Education; Public Administration and Defence; and Health and Social Work if the probability was  $\geq 0.5$

In each of these comparisons the classification scheme used 0.5 as the cut-off so that the probability of misclassification was less than the probability of correct classification. However, for a large proportion of jobs (indexed by SOC codes) the probability that the respondent was within a target sector was either close to one or close to zero: for example the probabilities that a teacher worked within education and a doctor worked within the health sector were both in excess of 0.90.

## Statistical Techniques

Data files from the surveys in 2004, 2005 and 2006 received from were combined using SPSS version 9 (SPSS,1999) and converted to Stata format. All analysis was undertaken in Stata version 8 (StataCorp, 2003).

An extension of the Wilcoxon rank-sum test was used as a non-parametric trend test across ordered groups to assess trends over more than two time points (Cuzick, 1985). When only two time points were available a Wilcoxon rank-sum test or Mann-Whitney U test was used (Wilcoxon, 1945; Mann and Whitney, 1947). Frequencies, proportions, and means with their appropriate confidence intervals were produced using the appropriate survey commands in Stata using the analytical weights provided by ONS (StataCorp, 2003).

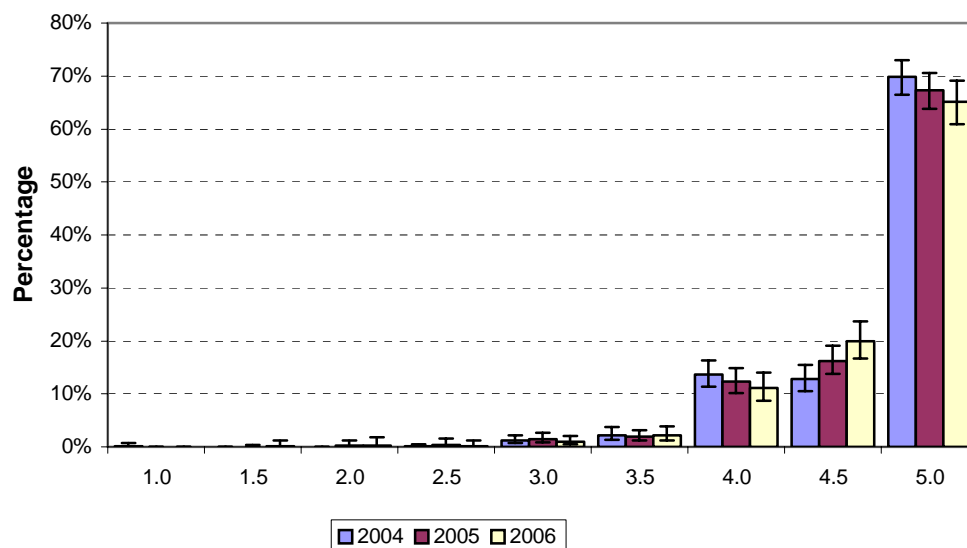
## 3. RESULTS

### 3.1 Trends for all employees

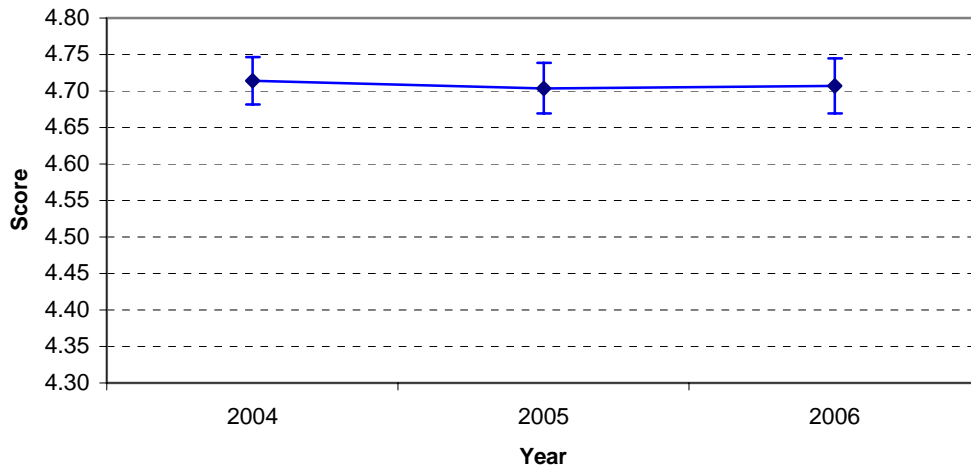
#### 3.1.1 Distribution of Role scores for all employees

The distribution of the scale score for Role by year and the change in overall mean score for Role by year is shown in Figures 1 and 2 below.

**Figure 1. Distribution of Role score by study year**



**Figure 2. Mean Role score by year**

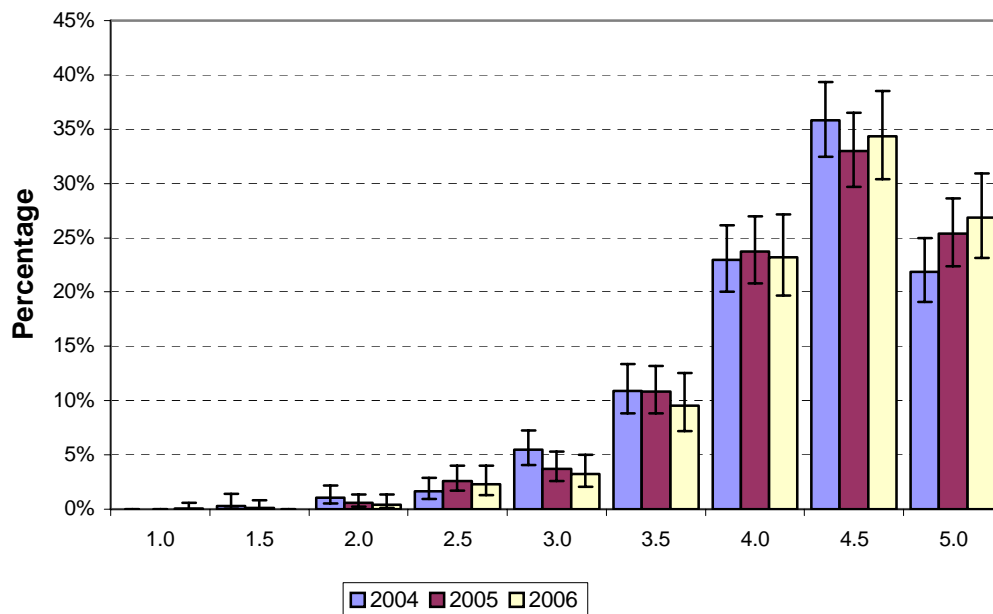


Analysis suggests no significant trend across years in the mean score for Role among all employees in Britain ( $p=0.23$ ).

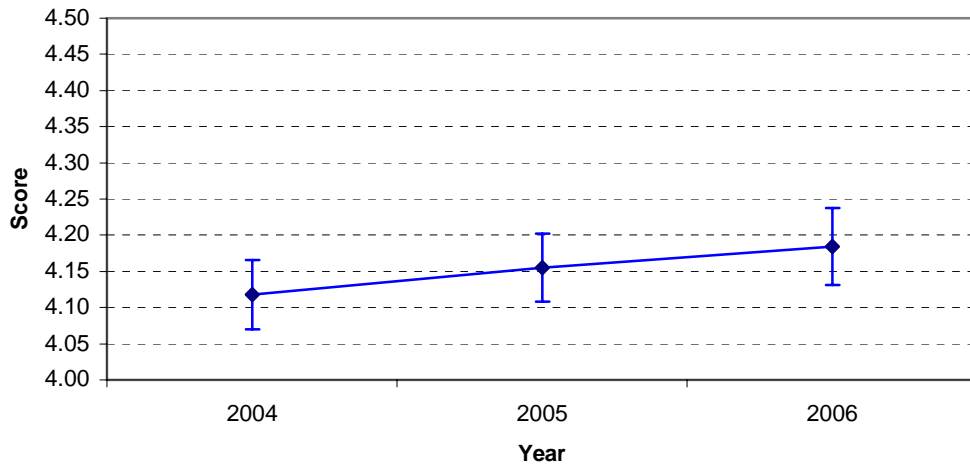
### 3.1.2 Distribution of Relationship scores for all employees

The distribution of the scale score for Relationships by year and the change in overall mean score for Relationships by year is shown in Figures 3 and 4 below.

**Figure 3. Distribution of Relationships score by study year**



**Figure 4. Mean Relationships score by year**

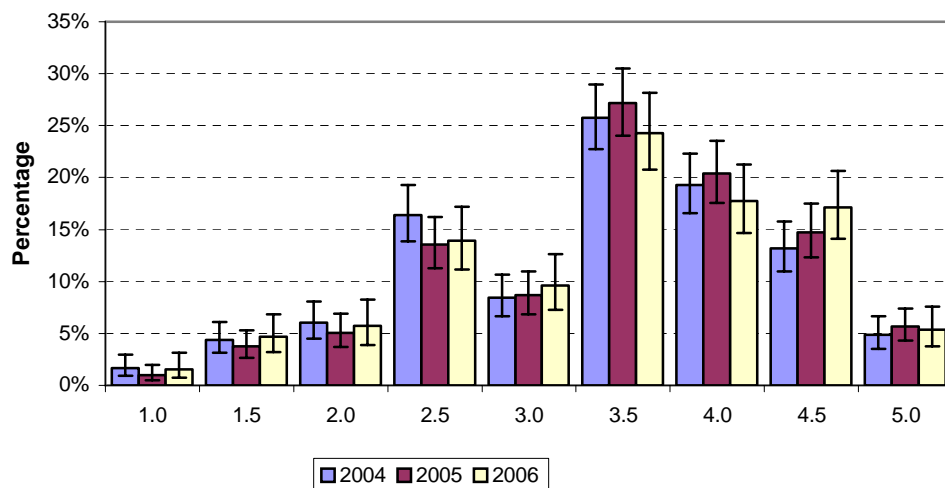


Analysis suggests a trend in improving relationships at work 2004 to 2006 among all British employees indicated by a significant trend in rising mean score for Relationships ( $p=0.04$ ).

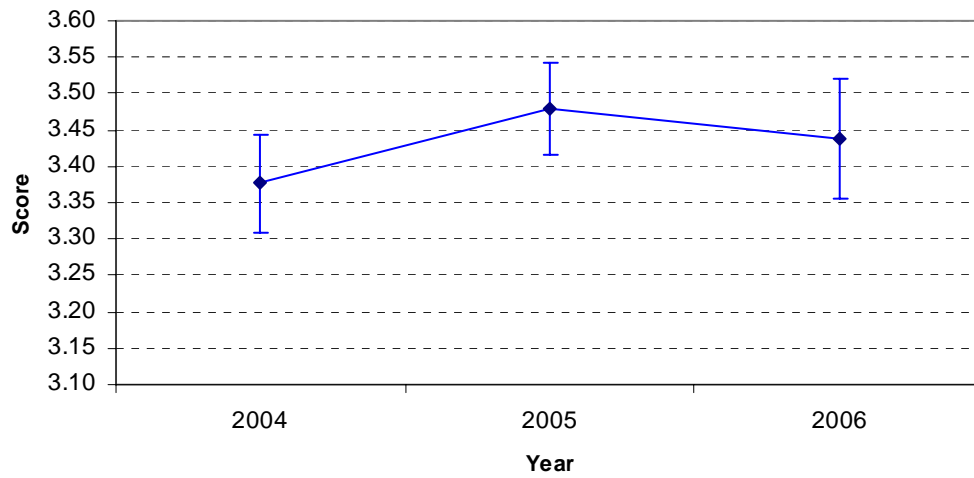
### 3.1.3 Distribution of Change scores for all employees

The distribution of the scale score for Change by year and the change in overall mean score for Change by year is shown in Figures 5 and 6 below.

**Figure 5. Distribution of Change score by study year**



**Figure 6. Mean Change score by year**

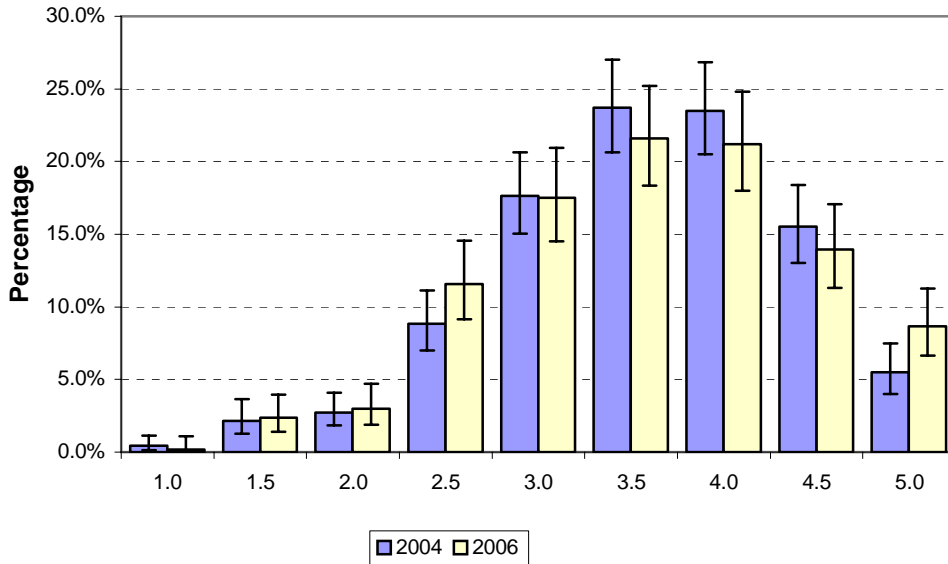


Analysis suggests no significant trend across years in the mean score for Change among all employees in Britain ( $p=0.09$ ).

### 3.1.4 Distribution of Demands scores for all employees

The distribution of the scale score for Demands for 2004 and 2006 and the overall mean score for Demand for 2004 and 2006 are shown in Figure 7 and Table 3 below.

**Figure 7. Distribution of Demand score by study year**



**Table 3. Mean Demand score by study year**

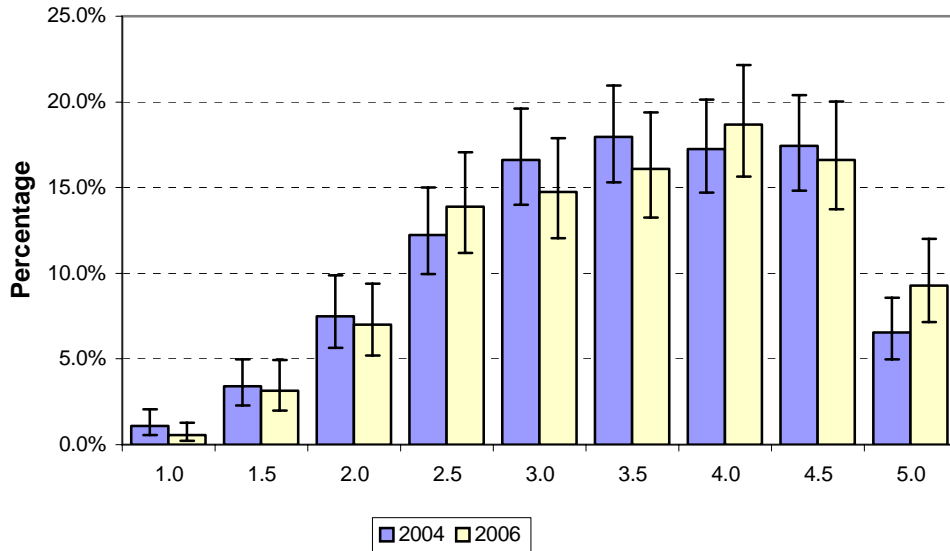
	Year	Mean	SE	CI Lower	CI Upper
Demand	2004	3.52	0.03	3.46	3.58
	2006	3.51	0.03	3.45	3.58
P-Value		0.9728			

Although Demand scores are not available for 2005, analysis suggests no significant difference in Demand score among British employees between 2004 and 2006.

### 3.1.5 Distribution of Control scores for all employees

The distribution of the scale score for Control for 2004 and 2006 and the overall mean score for Control for 2004 and 2006 are shown in Figure 8 and Table 4 below.

**Figure 8. Distribution of Control score by study year**



**Table 4. Mean Control Score by Study year**

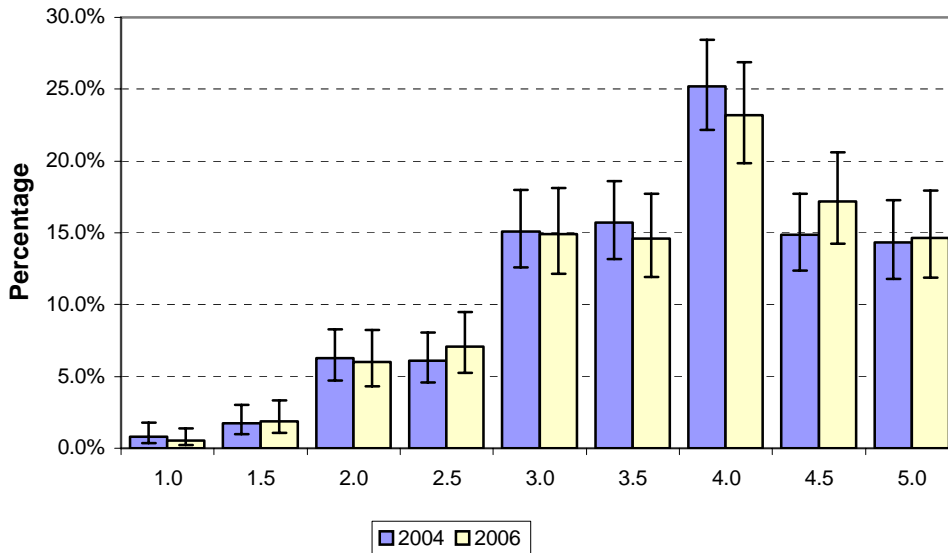
	Year	Mean	SE	CI Lower	CI Upper
Control	2004	3.45	0.04	3.38	3.52
	2006	3.49	0.04	3.41	3.56
P-Value		0.7847			

Although Control scores are not available for 2005, analysis suggests no significant difference in Control score among British employees between 2004 and 2006.

### 3.1.6 Distribution of Managerial Support scores for all employees

The distribution of the scale score for Managerial Support for 2004 and 2006 and the overall mean score for Managerial Support for 2004 and 2006 are shown in Figure 9 and Table 5 below.

**Figure 9. Distribution of Managerial Support score by study year**



**Table 5. Mean Managerial Support score by study year**

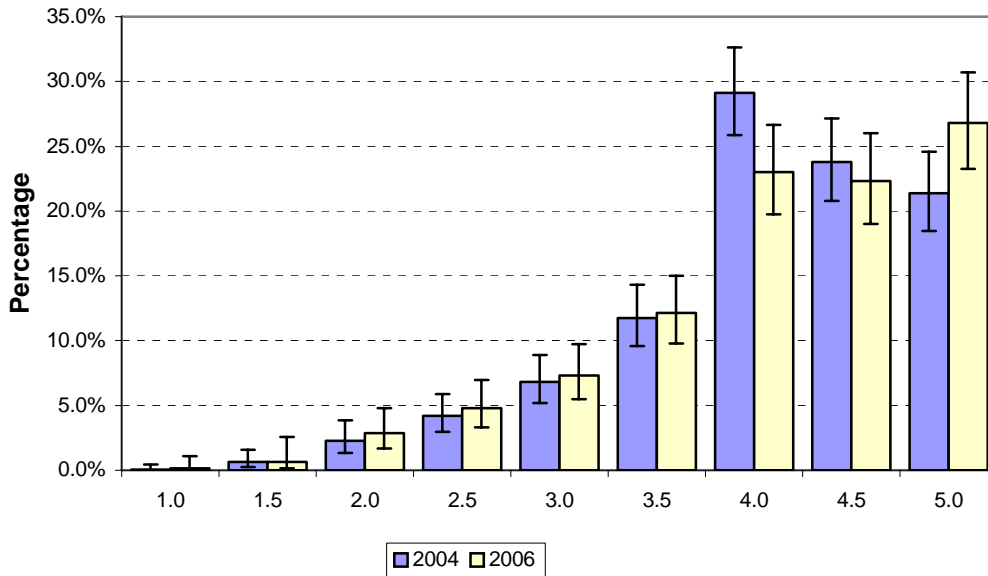
	Year	Mean	SE	CI Lower	CI Upper
Managerial Support	2004	3.69	0.03	3.63	3.76
	2006	3.71	0.04	3.64	3.79
P-Value		0.9305			

Although Managerial Support scores are not available for 2005, analysis suggests no significant difference in Managerial Support score among British employees between 2004 and 2006.

### 3.1.6 Distribution of Peer Support scores for all employees

The distribution of the scale score for Peer Support for 2004 and 2006 and the overall mean score for Peer Support for 2004 and 2006 are shown in Figure 10 and Table 6 below.

**Figure 10. Distribution of Peer Support score by study year**



**Table 6. Mean Peer Support Score by Study year**

	Year	Mean	SE	CI Lower	CI Upper
Peer Support	2004	3.96	0.03	3.90	4.02
	2006	3.98	0.04	3.91	4.05
P-Value		0.9305			

Although Peer Support scores are not available for 2005, analysis suggests no significant difference in Peer Support score among British employees between 2004 and 2006.

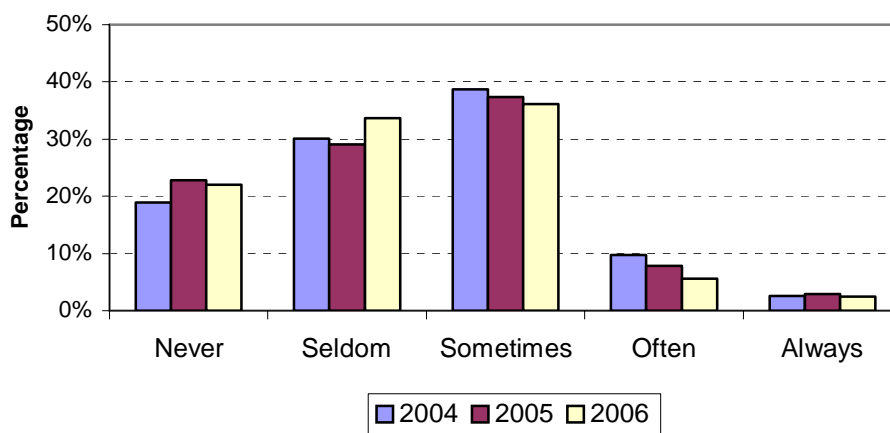
### 3.1.7 Trends in individual working condition question responses for all employees

The Management Standards Indicator tool questions were designed to provide scales measuring work demands, control, peer support, managerial support, role, relationships and change and not to be used as individual questions. This is because no individual question can represent the breadth of each of these standards and that individual questions are more susceptible to chance changes than a scale of question items. However, the survey data was analysed to identify items that

demonstrated a change with significance level of  $p < 0.002$ . This higher p value was selected using bonferroni correction to account for the multiple comparisons made and relates the single test standard level of significance after correction for numbers of single tests performed to give the standard 5% level of statistical significance. Three questions showed a significant trend in responses across years on this basis.

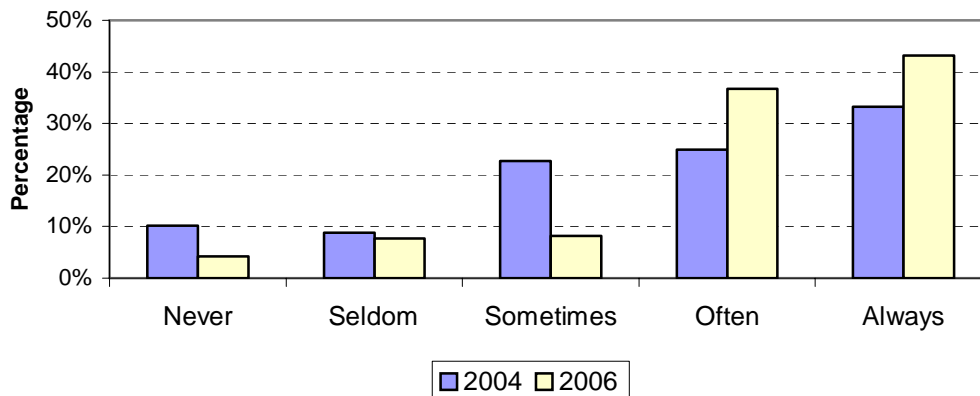
From 2004 to 2006 there was a significant reduction ( $p < 0.001$ ) in the rating of how often there was friction or anger between colleagues (Figure 11)

**Figure 11. Friction or anger between colleagues by year**



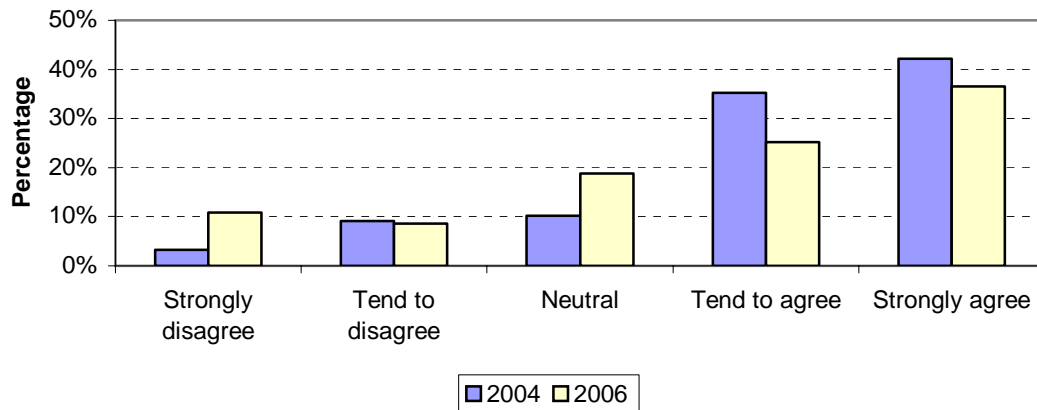
From 2004 to 2006 there was a significant ( $p < 0.001$ ) increase in employee rating of how often they could rely on their line manager to help them out with a work problem (Figure 12)

**Figure 12. Can rely on my line manager to help me out with a work problem**



From 2004 to 2006 there was a significant ( $p < 0.001$ ) decrease in agreement with the statement “ I can talk to my line manager about something that has upset or annoyed me at work” (Figure 13)

**Figure 13. Can talk to my line manager about something that has upset or annoyed me**

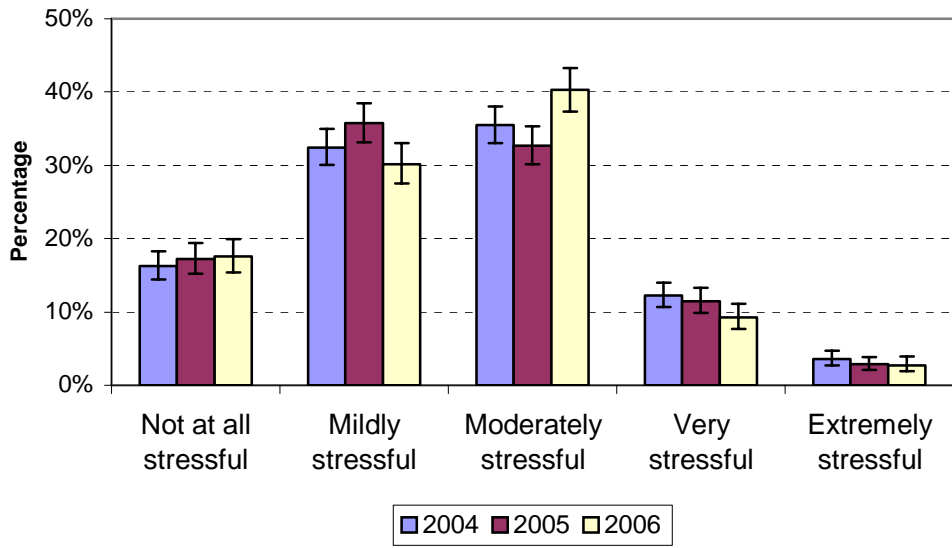


These two significant findings from items in the managerial support scale suggest contradictory results in relation to the scale, i.e. that employees feel more confident that line managers will help them out but less confident that they can actually discuss issues with them in the first place.

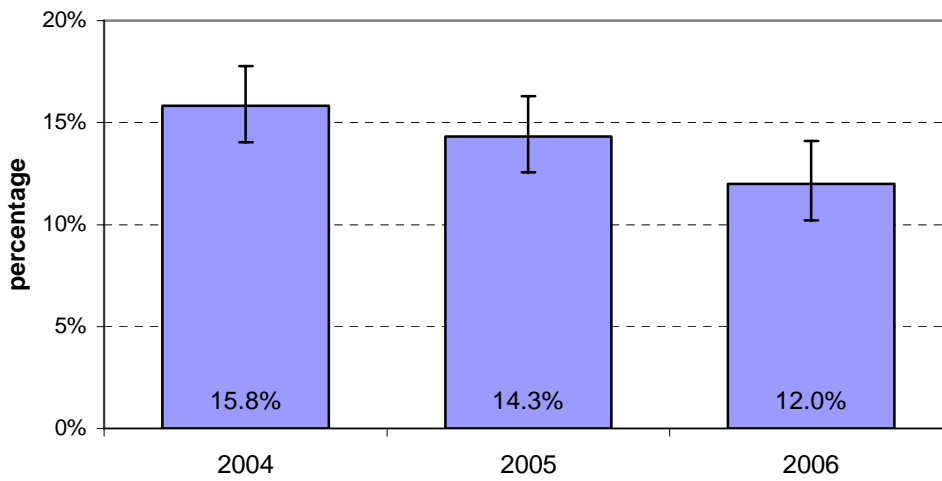
### 3.1.8 Trends in job stressfulness for all employees

Respondents on both surveys were asked to rate how stressful they felt their job was, on a 5-point balanced Likert scale from *Not at all stressful* to *Extremely stressful*. Figure 14 below shows the distribution of scores in response to this single question by year. In 2006 12% (95% CI 10.2%, 14.1%) of respondents reported that they find their job either very or extremely stressful. Those reporting in either of these categories were considered to be under high work stress according to Smith *et al.*, (2000), and this question and categorisation has been subsequently used as a crude single item surrogate indicator of job stressfulness. This high stress group has showed a highly significantly declining trend among British employees from 2004 to 2006 ( $p < 0.001$ ). See Figure 15

**Figure 14. In general how do you find your job?**



**Figure 15. Percentage with high job stress\* by year**



High job stress refers to those who indicated that their job was extremely or very stressful

\*

### 3.1.9 Initiatives to reduce stress for all employees

To gain information on whether employers are taking any measures to reduce stress in the workplace, respondents in both March and April surveys 2004 to 2006 were asked whether they were aware of any initiatives undertaken by their company to reduce stress at work in the previous 12 months. Table 7 shows the percentage of employees indicating the presence of initiatives out of all those able to answer this question. There is no significant change over time with around a third of respondents indicating the presence of stress initiatives at work.

**Table 7. Initiatives on stress by year**

Year	Those indicating initiatives on stress in the last 12 months*		
	Percentage	CI Lower	CI Upper
2004	34.6%	31.0%	37.2%
2005	34.7%	31.0%	37.6%
2006	36.9%	33.9%	40.0%

P value for trend across years = 0.34

\* <10% indicated that they didn't know. These are excluded from calculations

### 3.1.10 Discussions with Line Managers about Stress all employees

Respondents in both March and April surveys 2004 to 2006 were asked whether they had discussed work-related stress with their line manager over the last 12 months. There was no trend over time with just over a third of British employees reporting such discussions (Table 8).

**Table 8. Discussion of stress with line manager by year**

Year	Those indicating discussed stress with manager in the last 12 months*		
	Percentage	CI Lower	CI Upper
2004	35.3%	31.8%	37.8%
2005	36.4%	33.8%	39.2%
2006	35.4%	31.5%	38.3%

P value for trend across years = 0.92

\* <10% indicated that they didn't know. These are excluded from calculations

## **3.2 Trends by selected industry groups**

### *3.2.1 Trends in scale scores comparing target and non-target industries*

Current HSE activity in promoting use of the Management Standards is targeted on the industries represented by the SIC sectors sections J, L, M and N (Financial intermediation; Public administration & defence; Education; and Health & social work). Analysis of mean working condition scores by year for the 7 scales representing the Management Standards are shown in appendix A Tables A1 to A7

This analysis suggests there are no significant trends across time within either the group of target industries or the group of non-target industries, including for the Relationships score where there was a significant trend overall. It should be noted that significance is less easy to achieve in any subsets of data due to reduced sample size. Further, within a single year, there were few significant differences between target and non-target industries. However, it must be noted that in 2006 the sample sizes and hence power was lower. In 2004 and 2005 Relationships scores were significantly better in the target industries compared to non-target industries and in 2004 change score was significantly better in non-target compared to target industries.

### *3.2.2 Trends in scale scores within selected target industries*

The survey has limited value in reliably assessing trends within the 4 target SIC sectors sections J, L, M and N because of low numbers within these sectors. This is especially problematic for the sections J (Financial Intermediation) and section L (Public Administration & Defence). Tables 8 to 14 in appendix A examine the trend by year for the 7 working conditions scale scores for each of these sectors. Where sample numbers are too low to provide reliable results no data is presented.

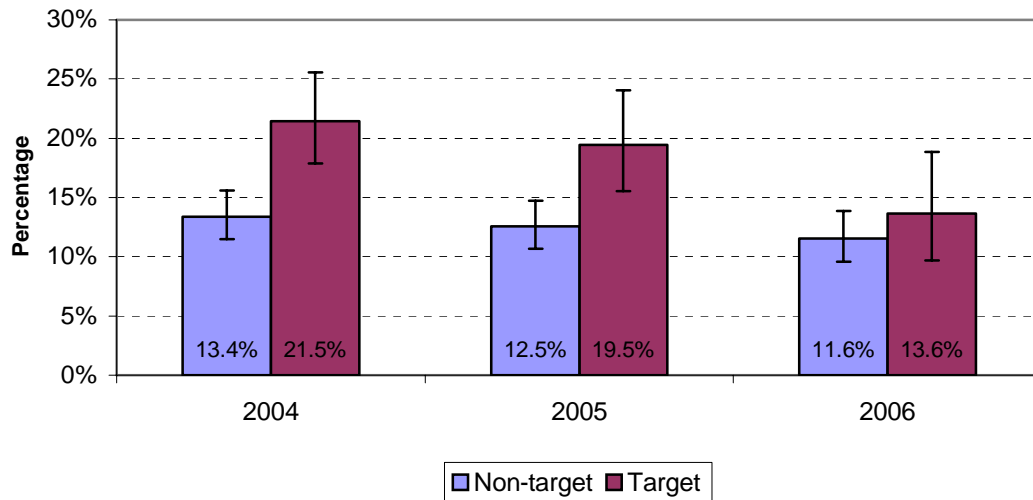
These analyses suggest no significant trends over time in any of the working conditions scores by sector. However, because of power issues such analysis would only be able to identify quite large changes over time. Further years of data will increase the power of these trend analyses.

### *3.2.3 Job stressfulness by selected industries*

The percentage of those reporting their job as extremely or very stressful (defined as high job stress) by target sector status and time is shown in Figure 16. These data indicate a highly significant reduction in employees reporting high job stress 2004 to 2006 within target industry sectors ( $p=0.01$ ) with a non-significant decreasing trend

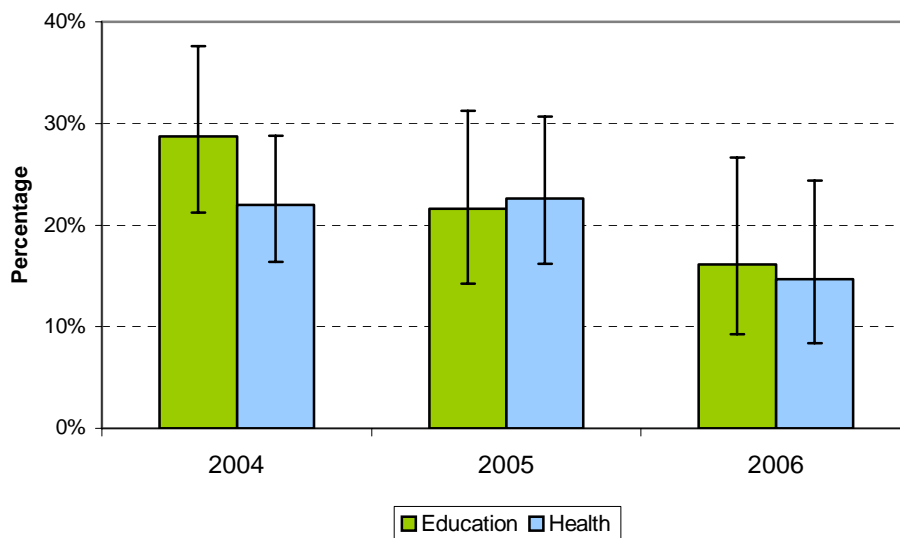
among employees in non-target industry sectors ( $p=0.21$ ). Within HSE target industry sectors, estimates indicate over a third fewer employees reporting their job as extremely or very stressful in 2006 compared to 2004.

**Figure16. Percentage with high stress\* by year and industry status**



The survey has limited value in reliably assessing trends in high job stress within the 4 target SIC sections J, L, M and N. Indeed, numbers for sections J (Financial Intermediation) and L (Public Administration & Defence) are too low and unreliable. However, it is possible to assess trends in sections M, Education; and N, Health & social work, albeit with low power. These analyses shown in Figure 17 show a significant reduction in high job stress 2004 to 2006 among employees in education ( $p=0.02$ ) but not for those in the Health sector ( $p=0.19$ ).

**Figure 17: Percentage reporting high stress\* by year and selected industry**

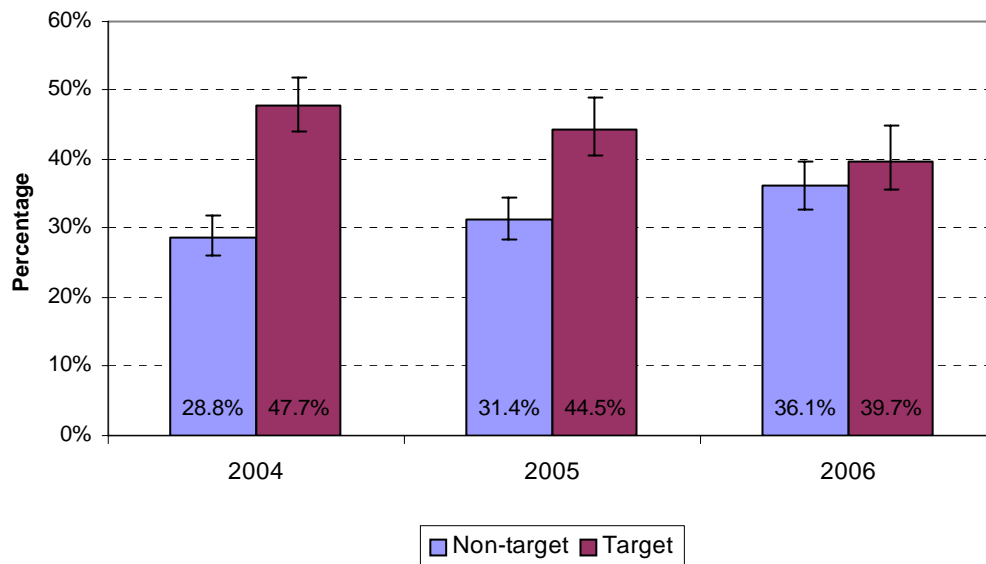


### 3.2.4 Initiatives to reduce stress by selected industries

Analysis of employees reporting initiatives to reduce stress within the last year by target and non-target sector and year are shown below in Figure 18. These data suggest a highly significant increasing trend with time in the percentage of British employees in non-target sectors reporting initiatives in the previous 12 months to tackle stress and a decreasing trend in target sectors in those reporting such initiatives.

There were no significant trends over time in employee reported initiatives on stress within the target industry sections Financial intermediation, Public Administration & Defence, Education; and Health & Social work. However, as noted these sub analyses have very low numbers and hence power so only gross trends would be identifiable statistically.

**Figure 18. Percentage reporting initiatives on stress in previous 12 months by year and industry status**

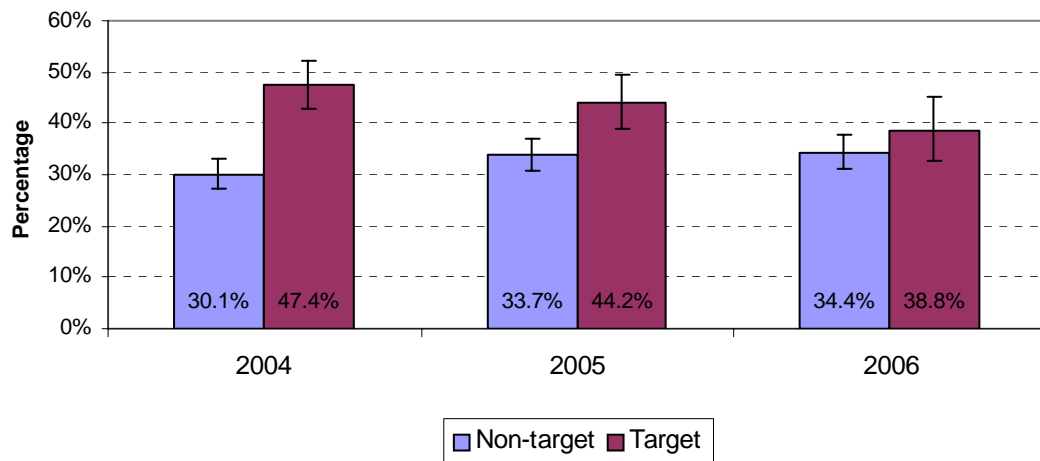


### 3.2.5 Discussions of stress with manager by selected industries

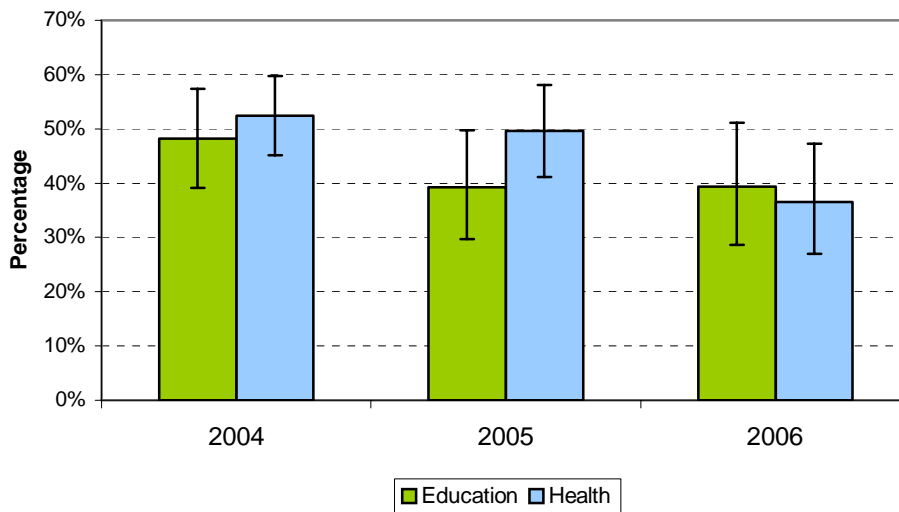
The proportion of employees reporting discussions of stress with their line manager in the previous 12 months is shown in Figure 19. Analysis indicated a significant decline ( $p=0.04$ ) from 2004 to 2006 in the proportion of employees reporting such discussions in target sector organisations. In 2004 an estimated 47% of employees reported discussing job stress with their line manager in the previous 12 months compared to an estimated 39% reporting this in 2006. Within non-target sector industries there was a non-significant increasing trend ( $p=0.06$ ).

Sub-analysis assessing trends overtime within each of the key industry sectors demonstrated a significant ( $p=0.01$ ) reduction in the health sector in the year on year estimate of the proportion of employees that reported discussing job stress with their line manager (Figure 20). However, as noted previously these sub analyses have very low numbers and hence power and reliability.

**Figure 19. Percentage reporting discussing stress with their line manager in the previous 12 months by year and industry status**



**Figure 20. Percentage reporting discussing stress with their line manager in the previous 12 months by year and selected industry**



## 4. DISCUSSION

This report presents analyses of HSE modules measuring psychosocial working conditions in Britain within the March and April ONS Omnibus surveys for years 2004, 2005, and 2006. The first of these surveys was run prior to the launch of the Management Standards in November 2004. Previous reports have looked at the findings for that year, the stability of the scales, identifying target levels based on score distribution and looking at differences between key industry sectors. (HSE 2004; HSL & HSE, 2005). This report concentrates on examining the changes in working conditions from 2004 to 2006 in all industry groups and within selected industry groups.

The survey provides face to face interviews, with well trained interviewers a relatively good response rate and utilisation of probability selection of the sample. Therefore methodological biases will be relatively low compared to lesser quality survey designs. However, the size of the survey is less than ideal when investigating some of the smaller industry sector groups of interest such as SIC section J: Financial intermediation, and SIC section L: Public administration & defence. Further, trends in relation to demands, control and the two support scales have effectively only two years of data for analysis because of an error in the 2005 survey modules (HSL & HSE, 2005). Hence trends in these scale scores should be interpreted cautiously. Further years of data in future will add to the statistical power to investigate trends in relation to the scale and the industry sections where current analysis is less reliable.

## 4.1 Working conditions

The working condition scales have been developed to provide a more robust way of identifying working conditions in relation to the 6 areas covered by HSE's Management Standards for work-related stress. The scores derived for each scale cannot be compared across scales. For example a Demand scale score of 4 does not have a similar level of effect or meaning to a Control scale score of 4. However, all scale scores are orientated so that high scores indicate more favourable working conditions and are internally comparable. Hence the most reliable way to analyse is by looking at changes in the same scale score over time, as has been the case in this report, or between sectors.

Generally the findings show little change in working conditions in Britain with only relationships at work appearing to have improved 2004 to 2006. There were no significant changes within the key target industry groups, either individually or when combined. These analyses did not even pick up any changes in the relationship score that globally had significantly improved, although this is partly because the numbers and hence statistical power to detect changes were lower in these sub-analyses. The Management Standards for work-related stress aim to generally improve these working conditions in Britain. However, the major effort to encourage uptake of the Management Standards in targeted sectors is at an early stage with workshops taking place Summer 2006 to Spring 2007. Further, once the process is initiated by an organisation it is estimated that it could be at least 18 months before any benefits are realised from interventions introduced. Hence no effect arising from HSE targeted activity on the Management Standards should be expected and little impact of self-initiated uptake should be expected since standards were only launch in November 2004. The current collection of data will however provide an indication of prevailing trends against which to assess impacts of HSE activity along with bespoke evaluation studies.

Analysis of single question items measuring working conditions are by definition less reliable than looking at overall scale scores and any analysis to that effect presented should be interpreted with greater caution. Estimates indicated that there was an increasing trend in how often employees reported they could rely on their line manager to help them out with a work problem and yet there was a decreasing trend in agreement with the statement that they could talk to their line manager about something that had upset or annoyed them at work. This contradictory trend in items within the managerial support scale may be a chance finding bearing in mind the

reliability of single items, or alternatively respondents are making a subtle distinction we do not yet fully understand the reasons for. The reliability of this finding will be able to be assessed when further years of data are available.

#### **4.2 Job stressfulness**

It is recognised that the single item measure of job stressfulness used in this survey has its weaknesses. However, within the Stress and Health at Work study (SHAW), increased reporting of stressfulness was found to be associated with poor mental health as measured by the General Health Questionnaire and Hospital Anxiety and Depression scale (Smith *et al.* 2000). Smith *et al.* (200) considered that reports of a job as very or extremely stressful was a surrogate indicator of 'high job stress'. The analysis here shows a significant reduction in the estimated proportion of employees reporting 'high job stress' using this definition from 2004 to 2006. Further analysis also shows a significant decreasing trend 2004 to 2006 in the estimated proportion of employees reporting 'high job stress' in target sectors as a whole. Within target sectors the Education sector showed a significant decreasing trend. However, these reductions in job "stressfulness" are prior to changes in working conditions or mass uptake and influence of the Management Standards for work-related stress. HSE's model is to improve the working conditions of British workers by appropriate stress management using a Management Standards approach or equivalent with the aim of producing a reduction in stress ill-health outcomes. Job stressfulness in such a model can be used as a marker that would be a precursor to stress outcomes but follow changes in the working conditions. Such a reduction in 'high job stress' may be a chance finding or more probably it is influenced by factors other than the working conditions as covered by the Management Standards for work-related stress. In this respect identification of the underlying rate of change combined with information on the timing of predicted benefits realisation by sector will be used as part of the evaluation of the Management Standards activity in combination with more bespoke evaluation activity.

#### **4.3 Perceived employer activity on stress**

Two questions to crudely elicit the levels of current employer activities on work stress were asked in these surveys. Given these surveys sample employees that would generally not be those implementing the Management Standards, asking survey respondents directly about the Management Standards would not have been useful. However, measures of whether managers were discussing stress with their staff and

the level of employee awareness of stress initiatives within their organisation could provide useful surrogate indicators. Approximately a third of respondents reported initiatives to reduce stress at work in the previous 12 months and this level was stable across the years 2004 to 2006. Similarly, an estimated third of respondents reported they had discussed the stresses of their job with their line manager within the last 12 months and this level was stable across the years 2004 to 2006. A rise in the number of employees aware of initiatives, resulting directly from the rollout of the Management Standards, would not be expected to be visible until 2007 or even 2008.

Analysis of these questions by industry sector provided some interesting results in responses to these questions over time. In respect of the proportion of employees reporting initiatives on stress this appear to be increasing within the non-target sectors and decreasing within the target sectors where there is greater encouragement to use the Management Standards. It is unclear why this is the case. Some unpublished data suggests that current uptake of the Management Standards is higher among target industries than non-target industries. It is possible that individually based secondary prevention measures are increasing in non-target sectors and that these are more visible to employees than the Management Standards, which is a non-individually focused primary prevention approach.

In respect of the proportion of employees over time reporting discussion of job stressors with their manager this again appears to be increasing among non-target sectors and decreasing among target sectors. In particular among the target sectors the health sector shows a significant decrease in the estimated proportion of employees reporting discussing stressors with their manager. Why this is the case is unclear. It may be that stress is largely discussed reactively between managers and their staff when issues arise and that as the perception of job stressfulness in target sectors decreases so does the level of discussion of job stress between managers and their staff.

These may be acting as poor indicators of appropriate stress management activity and further data from other sources as well as further years of data from this survey series will be needed to get a better handle on what these measures are providing indication of.

#### **4.4 Conclusion**

In conclusion, the general picture is of little change in psychosocial working conditions in Britain 2004 –2006. However, the perceived proportion of employees reporting their jobs as extremely or very stressful appears to be falling, especially in sectors targeted by HSE to encourage uptake of the Management Standards for work-related stress. It is unlikely that this fall in those reporting their jobs as very or extremely stressful is directly related to the Management Standards. The main effects of the Management Standards should not be expect to emerge until 2007 or 2008 and these would be predicted to result in improved working conditions followed by an increasing fall in job stressfulness. Collection of data on these underlying trends will in combination with other evidence enable better understanding of the possible effects of HSE's Management Standards in Britain.

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## Appendix A – Additional Tables

**Table A1. Role mean score by year and target status**

Role	Target Group		Not Target Group		P-Value
	Mean	Obs	Mean	Obs	
2004	4.73	268	4.71	605	0.95
2005	4.67	219	4.71	626	0.22
2006	4.75	161	4.69	442	0.75
P-Value	0.49		0.31		

**Table A2. Relationships mean score by year and target status**

Relationship	Target Group		Not Target Group		P-Value
	Mean	Obs	Mean	Obs	
2004	4.16	268	4.03	605	0.01
2005	4.18	219	4.07	626	0.05
2006	4.21	161	4.12	442	0.30
P-Value	0.10		0.27		

**Table A3. Change mean score by year and target status**

Change	Target Group		Not Target Group		P-Value
	Mean	Obs	Mean	Obs	
2004	3.31	268	3.40	601	0.23
2005	3.33	219	3.53	626	0.03
2006	3.30	161	3.49	442	0.17
P-Value	0.64		0.11		

**Table A4. Demand mean score by year and target status**

Demand	Target Group		Not Target Group		P-Value
	Mean	Obs	Mean	Obs	
2004	3.51	249	3.52	576	0.68
2006	3.35	103	3.55	533	0.19
P-Value	0.37		0.82		

**Table A5. Control mean score by year and target status**

Control	Target Group		Not Target Group		P-Value
	Mean	Obs	Mean	Obs	
2004	3.42	250	3.47	577	0.09
2006	3.51	103	3.48	533	0.36
P-Value	0.22		0.26		

**Table A6. Managerial Support score by year and target status**

Manager S	Target Group		Not Target Group		P-Value
	Mean	Obs	Mean	Obs	
Year					
2004	3.87	249	3.62	576	0.00
2006	3.59	103	3.74	533	0.37
P-Value	0.05		0.14		

**Table A7. Managerial Support score by year and target status**

Peer S	Target Group		Not Target Group		P-Value
	Mean	Obs	Mean	Obs	
Year					
2004	4.07	249	3.92	576	0.03
2006	3.83	103	4.01	533	0.50
P-Value	0.28		0.09		

**Table A8. Role mean score by year and sector**

Role	Finance		Public Admin.		Education		Health	
	Mean	Obs	Mean	Obs	Mean	Obs	Mean	Obs
Year								
2004	*	*	4.65	38	4.75	66	4.74	108
2005	*	*	4.40	26	4.74	56	4.65	90
2006	*	*	4.68	21	4.75	52	4.79	56
P-value			0.82		0.50		0.88	

\* omitted as cases numbers too low

**Table A9. Relationships mean score by year and sector**

Relationships	Finance		Public Admin.		Education		Health	
	Mean	Obs	Mean	Obs	Mean	Obs	Mean	Obs
Year								
2004	*	*	4.22	38	4.05	66	3.96	108
2005	*	*	4.12	26	4.18	56	3.92	90
2006	*	*	3.99	21	4.19	52	4.03	56
P-value			0.26		0.23		0.43	

\* omitted as cases numbers too low

**Table A10. Change mean score by year and sector**

Change	Finance		Public Admin.		Education		Health	
	Mean	Obs	Mean	Obs	Mean	Obs	Mean	Obs
Year								
2004	*	*	3.44	38	3.28	66	3.35	108
2005	*	*	2.96	26	3.33	56	3.43	90
2006	*	*	3.18	21	3.54	52	3.33	56
P-value			0.26		0.40		0.33	

\* omitted as cases numbers too low

**Table A11. Demand mean score by year and sector**

Demand	Finance		Public Admin.		Education		Health	
Year	Mean	Obs	Mean	Obs	Mean	Obs	Mean	Obs
2004	*	*	*	*	3.42	71	3.54	102
2006	*	*	*	*	3.34	26	3.37	42
P-value					0.51		0.42	

\* omitted as cases numbers too low

**Table A12. Control mean score by year and sector**

Control	Finance		Public Admin.		Education		Health	
Year	Mean	Obs	Mean	Obs	Mean	Obs	Mean	Obs
2004	*	*	*	*	3.19	71	3.42	102
2006	*	*	*	*	3.28	26	3.57	42
P-value					0.70		0.18	

\* omitted as cases numbers too low

**Table A13. Managerial support mean score by year and sector**

Managerial Support	Finance		Public Admin.		Education		Health	
Year	Mean	Obs	Mean	Obs	Mean	Obs	Mean	Obs
2004	*	*	*	*	3.92	71	3.84	102
2006	*	*	*	*	3.38	26	3.55	42
P-value					0.06		0.14	

\* omitted as cases numbers too low

**Table A14. Peer support mean score by year and sector**

Peer Support	Finance		Public Admin.		Education		Health	
Year	Mean	Obs	Mean	Obs	Mean	Obs	Mean	Obs
2004	*	*	*	*	4.19	71	4.02	102
2006	*	*	*	*	3.74	26	3.99	42
P-value					0.12		0.98	

\* omitted as cases numbers too low

## Appendix B- Questionnaires

NATIONAL STATISTICS OMNIBUS SURVEY - March 2004

### Module 346 Working for Health and Safety Executive

---

ASK IF: *QMainJb.Stat = SelfEmp*

#### M346\_SEm

[\*] Earlier, you indicated that you were self-employed. Some self-employed people may be working like employees, for example they may work for the same company for a long period of time, be managed by employees of that company and work with others in that company as work colleagues.

Even though you are self-employed, do you work as though you are an employee?

- |     |       |            |
|-----|-------|------------|
| (1) | Yes   | Yes        |
| (2) | No    | No         |
| (3) | DKnow | Don't know |
- 

COMPUTE IF: (*QILO.DVILO4a = InEmpXuf*) AND (*QMAINJB.Stat = Emp*) OR (*M346\_SEm = Yes*)  
AND: *M346\_SEm = Yes*

Txt2 := '/employer'

---

COMPUTE IF: (*QILO.DVILO4a = InEmpXuf*) AND (*QMAINJB.Stat = Emp*) OR (*M346\_SEm = Yes*)  
AND: *M346\_SEm = Yes*

Txt3 := '/employers'

---

COMPUTE IF: (*QILO.DVILO4a = InEmpXuf*) AND (*QMAINJB.Stat = Emp*) OR (*M346\_SEm = Yes*)  
AND: *M346\_SEm = Yes*

Txt4 := '/company'

---

ASK IF: (*QILO.DVILO4a = InEmpXuf*) AND (*QMAINJB.Stat = Emp*)  
OR (*M346\_SEm = Yes*)

#### Intro1

The following questions are asked on behalf of the Health and Safety Executive. I am going to read out some statements about working conditions in your current (main) job. Each statement relates to your current job and asks you to indicate on a scale of never to always how often certain circumstances or conditions apply at work.

- (1) Continue PRESS <1> TO CONTINUE

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_1**

SHOWCARD C346\_1

[\*] I am clear what is expected of me at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_2**

SHOWCARD C346\_1

[\*] I am clear about the goals and objectives for my department^Txt4 at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_3**

SHOWCARD C346\_1

[\*] I know how to go about getting my job done at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_4**

SHOWCARD C346\_1

[\*] There is friction or anger between colleagues at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_5**

SHOWCARD C346\_1

[\*] I am clear what my duties and responsibilities are at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_6**

SHOWCARD C346\_1

[\*] I understand how my work fits into the overall aim of the organisation.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_7**

SHOWCARD C346\_1

[\*] I am subject to personal harassment in the form of unkind words or behaviour at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_8**

SHOWCARD C346\_1

[\*] I am subject to bullying at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_9**

SHOWCARD C346\_1

[\*] I have unrealistic time pressures at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_10**

SHOWCARD C346\_1

[\*] I have a choice in deciding how I do my work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**Intro2**

Now, I am going to read some statements about your work or workplace in your current (main) job and would like you to indicate how strongly you agree with these statements on a scale of strongly disagree to strongly agree.

- |     |          |                       |
|-----|----------|-----------------------|
| (1) | Continue | PRESS <1> TO CONTINUE |
|-----|----------|-----------------------|

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_11**

SHOWCARD C346\_2

[\*] Staff are consulted about change at work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_12**

SHOWCARD C346\_2

[\*] Relationships at work are strained.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_13**

SHOWCARD C346\_2

[\*] I have sufficient opportunities to question managers^Ttxt3 about change at work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_14**

SHOWCARD C346\_2

[\*] When changes are made at work, I am clear how they will work out in practice.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_15**

SHOWCARD C346\_2

[\*] My line manager^Txt2 encourages me at work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_16**

SHOWCARD C346\_3

[\*] In general, how do you find your job?

- |     |          |                      |
|-----|----------|----------------------|
| (1) | NotStre  | Not at all stressful |
| (2) | MildStre | Mildly stressful     |
| (3) | ModStres | Moderately stressful |
| (4) | VStres   | Very stressful       |
| (5) | ExStres  | Extremely stressful  |

---

**COMPUTE IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp) OR (M346\_SEm = Yes)  
**AND:** M346\_SEm = Yes

**Txt1 := 'your employer/the company where you work'**

---

**COMPUTE IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp) OR (M346\_SEm = Yes)  
**AND:** NOT (M346\_SEm = Yes)

**Txt1 := 'your employer'**

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

**M346\_17**

(As far as you are aware...) has ^Txt1 in your main job undertaken any initiative in the last 12 months to reduce stress at work?

- |     |       |            |
|-----|-------|------------|
| (1) | Yes   | Yes        |
| (2) | No    | No         |
| (3) | DKnow | Don't know |

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMAINJB.Stat = Emp)  
OR (M346\_SEm = Yes)

### M346\_18

In the last 12 months, has your line manager^Ttxt3 discussed with you the stresses in your job?

- (1) Yes Yes
- (2) No No
- (3) DKnow Don't know

## NATIONAL STATISTICS OMNIBUS SURVEY - April 2004

### Module 346 Working for Health and Safety Executive

---

**ASK IF:** (QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = SelfEmp)

### M346\_SEm

Earlier, you indicated that you were self-employed. Some self-employed people may be working like employees, for example they may work for the same company for a long period of time, be managed by employees of that company and work with others in that company as work colleagues.

[\*] Even though you are self-employed, do you work as though you are an employee?

- (1) Yes Yes
- (2) No No
- (3) DKnow Don't know

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## Intro1

The following questions are asked on behalf of the Health and Safety Executive. I am going to read out some statements about working conditions in your current (main) job. Each statement relates to your current job and asks you to indicate on a scale of never to always how often certain circumstances or conditions apply at work.

- (1) Continue Press <1> to continue

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

### M346\_1

SHOWCARD C346\_1

[\*] I can decide when to take a break at work.

- (1) Never Never
- (2) Seldom Seldom
- (3) Sometime Sometimes
- (4) Often Often
- (5) Always Always

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_2**

SHOWCARD C346\_1

[\*] I am pressured to work long hours.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_3**

SHOWCARD C346\_1

[\*] I have unachievable deadlines at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_4**

SHOWCARD C346\_1

[\*] I have to work very fast at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_5**

SHOWCARD C346\_1

[\*] I am given supportive feedback on the work I do.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_6**

SHOWCARD C346\_1

[\*] I have to work very intensively at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_7**

SHOWCARD C346\_1

[\*] I have a say in my own work speed.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_8**

SHOWCARD C346\_1

[\*] I have a choice in deciding what I do at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_9**

SHOWCARD C346\_1

[\*] I have to neglect some tasks because I have too much to do at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_10

SHOWCARD C346\_1

[\*] Different groups at work demand things from me that are hard to combine.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_11

SHOWCARD C346\_1

[\*] I have a choice in deciding how I do my work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_12

SHOWCARD C346\_1

[\*] I am unable to take sufficient breaks at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_13

SHOWCARD C346\_1

[\*] If the work gets difficult, my colleagues will help me.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_14**

SHOWCARD C346\_1

[\*] I have unrealistic time pressures at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_15**

SHOWCARD C346\_1

[\*] I can rely on my line manager <Textfill: /employer> to help me out with a work problem.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_16**

SHOWCARD C346\_1

[\*] I am clear what my duties and responsibilities are at work.

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((*QILO.DVILO4a* = *InEmpXuf*) AND (*QMainJb.Stat* = *Emp*)) OR  
(*M346\_SEm* = *Yes*)

## **M346\_17**

SHOWCARD C346\_1

[\*] I am subject to bullying at work

- |     |          |           |
|-----|----------|-----------|
| (1) | Never    | Never     |
| (2) | Seldom   | Seldom    |
| (3) | Sometime | Sometimes |
| (4) | Often    | Often     |
| (5) | Always   | Always    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## Intro2

Now, I am going to read some statements about your work or workplace in your current (main) job and would like you to indicate how strongly you agree with these statements on a scale of strongly disagree to strongly agree.

(1) Continue Press <1> to continue

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_18

SHOWCARD C346\_1

[\*] I have some say over the way I work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |
- 

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_19

SHOWCARD C346\_1

[\*] I get the help and support I need from colleagues at work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |
- 

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_20

SHOWCARD C346\_1

[\*] I receive the respect I deserve from my colleagues at work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## **M346\_21**

SHOWCARD C346\_1

[\*] I can talk to my line manager<Textfill: /employer> about something that has upset or annoyed me about work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## **M346\_22**

SHOWCARD C346\_1

[\*] I am supported through emotionally demanding work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## **M346\_23**

SHOWCARD C346\_1

[\*] My working time can be flexible.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## **M346\_24**

SHOWCARD C346\_1

[\*] My colleagues at work are willing to listen to my work-related problems.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_25

SHOWCARD C346\_1

[\*] My line manager <Textfill: /employer> encourages me at work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_26

SHOWCARD C346\_1

[\*] Staff are consulted about change at work.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_27

SHOWCARD C346\_1

[\*] Relationships at work are strained.

- |     |         |                   |
|-----|---------|-------------------|
| (1) | Sdis    | Strongly disagree |
| (2) | Dis     | Tend to disagree  |
| (3) | Neutral | Neutral           |
| (4) | Agree   | Tend to agree     |
| (5) | Sagree  | Strongly agree    |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

## M346\_28

SHOWCARD C346\_3

[\*] In general, how do you find your job?

- |     |          |                      |
|-----|----------|----------------------|
| (1) | NotStre  | Not at all stressful |
| (2) | MildStre | Mildly stressful     |
| (3) | ModStres | Moderately stressful |
| (4) | VStres   | Very stressful       |
| (5) | ExStres  | Extremely stressful  |

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

### **M346\_29**

(As far as you are aware...) has <Textfill: your employer / your employer/the company where you work > in your main job undertaken any initiative in the last 12 months to reduce stress at work?

- (1) Yes Yes
- (2) No No
- (3) DKnow Don't know

---

**ASK IF:** ((QILO.DVILO4a = InEmpXuf) AND (QMainJb.Stat = Emp)) OR  
(M346\_SEm = Yes)

### **M346\_30**

In the last 12 months, has your line manager <Textfill: /employer> discussed with you the stresses in your job?

- (1) Yes Yes
- (2) No No
- (3) DKnow Don't know

