



# **Psychosocial Working Conditions in Britain in 2007**

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## **SUMMARY**

### ***Introduction***

This report presents analysis of 2007 data from an annual series of surveys on psychosocial working conditions which 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 in British workplaces. These are the working conditions which HSE is aiming to improve amongst British workers by means of employers implementing its Management Standards approach to tackling work-related stress, launched in November 2004. Although HSE has been actively promoting the use of the Management Standards since this launch, a sustained period of encouragement towards uptake began in mid 2006 and focused on target industries with the highest rates of work stress-related ill-health and absence. These target groups, defined using the Standard Industrial Classification (SIC) system, 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 from 2004 to 2007 indicate no significant changes across the board in psychosocial working conditions. However, there is a suggestion that in the past 12 months, during which HSE has divested substantial resource into promoting the use of the Management Standards, working conditions are beginning to improve. The only statistically significant increase between 2006 and 2007 was in Role, but with the exception of Relationships each scale increased non-significantly. Survey results indicate a significant fall between 2004 and 2007 in the proportion of British employees reporting their jobs as very or extremely stressful, despite a non-significant increase over the last 12 months. Overall results indicated no significant change between 2004 and 2007 in the proportion of employees who reported initiatives on stress at work, or in 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 between 2004 and 2007. However, there is some suggestion of an improvement beginning to happen. In particular there was a significant improvement in Role scores between 2006 and 2007. Further, as stated in the corresponding report last year, the main effects of the Management Standards for work-related stress should not be expected to emerge until 2007-2008. Results from this year's survey are consistent with this view as we are beginning to see improvements but at this stage these remain non-significant. It is predicted that the continuing promotion of the Management Standards should result in significantly improved psychosocial working conditions by 2008. Both job stressfulness and stress-related ill health (which is measured elsewhere in HSE, 2007) are already showing signs of a decreasing trend and it is expected that improvements in working conditions will contribute to a sharper downturn in these measures. However it is unlikely that the fall in these measures seen to date 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 2007 survey of psychosocial working conditions in Great Britain, the fourth in an annual series of surveys. It provides analysis of the 2007 data and tracks the changes from the corresponding surveys in 2004, 2005 and 2006. It aims to assess changes in the 6 key areas of psychosocial working conditions, namely demand, control, support, role, relationships and change, as 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; HSE, 2006c). Information on 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 2007 HSE commissioned a series of questions in two of the Office for National Statistics (ONS) Omnibus Surveys, carried out in March and April 2007. 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 the 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, relationships 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>
March 2007**	2010	163	1667	453	134	1088	<b>65%</b>
April 2007**	2010	271	1664	483	187	1083	<b>62%</b>

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

\*\* Note that in March 2007, 180 households were unallocated to interviewers due to limited resources and in April 2007, 233 households were unallocated for the same reason.

### *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 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.

Numbers eligible to answer HSE questions by Module are 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
March 2007*	562	526	1088
April 2007	507	576	1083

\* Note changes in ONS methodology from April 2005 and from March 2007 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 always 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 a range 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 a surrogate indicator of visible employer activity on stress. The question on job “stressfulness” has been used elsewhere and the responses “very” and “extremely” stressful 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 the 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, in practice 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, 2006 and 2007 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).

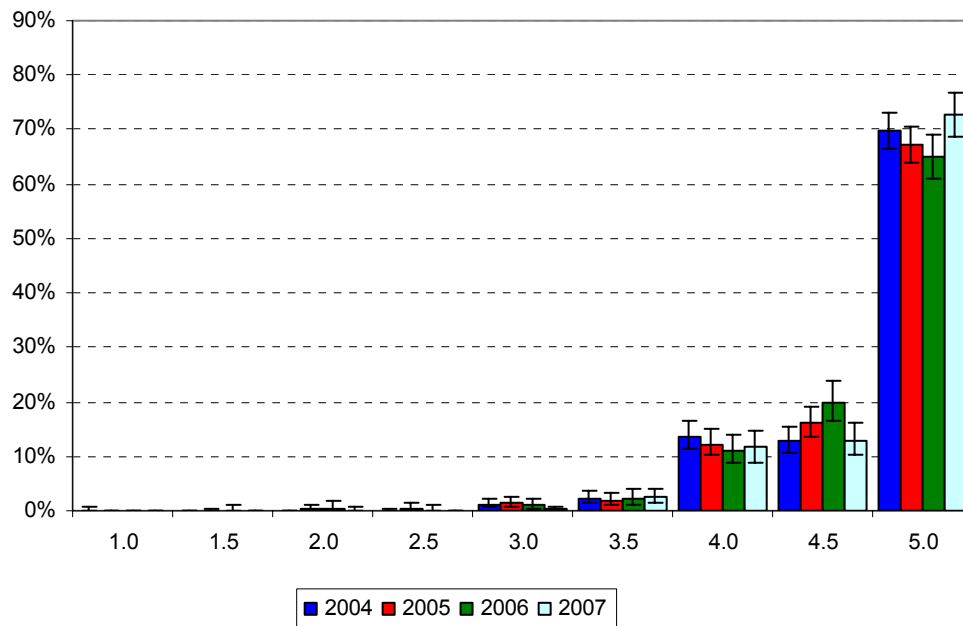
### 3. RESULTS

#### 3.1 Trends for all employees

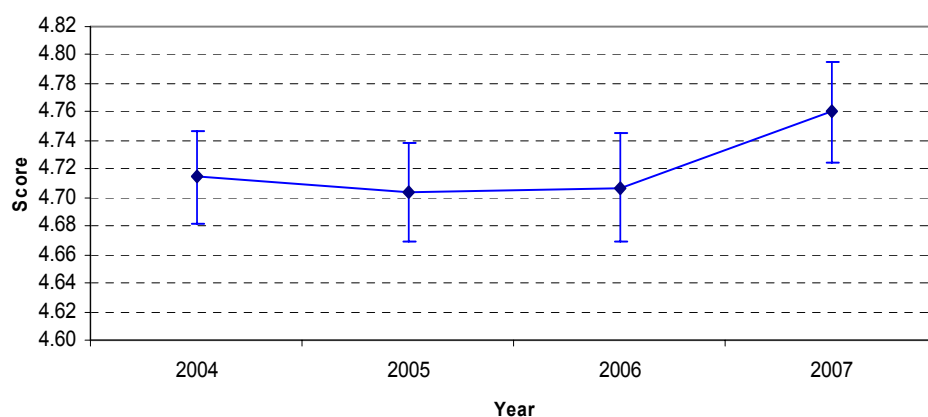
##### 3.1.1 Distribution of Role scores for all employees

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**

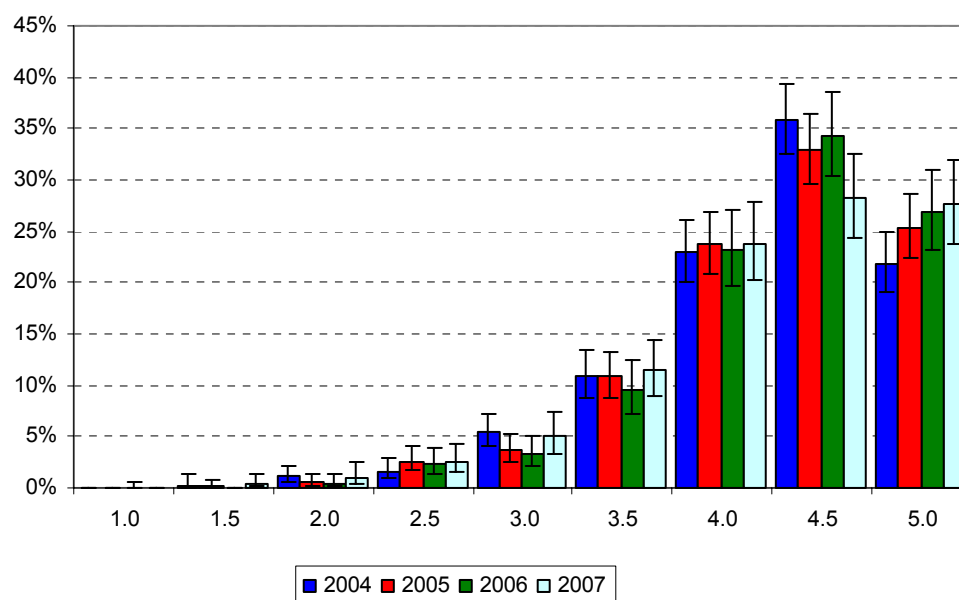


Analysis suggests no significant trend across the four survey years in the mean score for Role ( $p=0.33$ ). However, the improvement in the mean score between 2006 and 2007 is statistically significant ( $p=0.02$ )

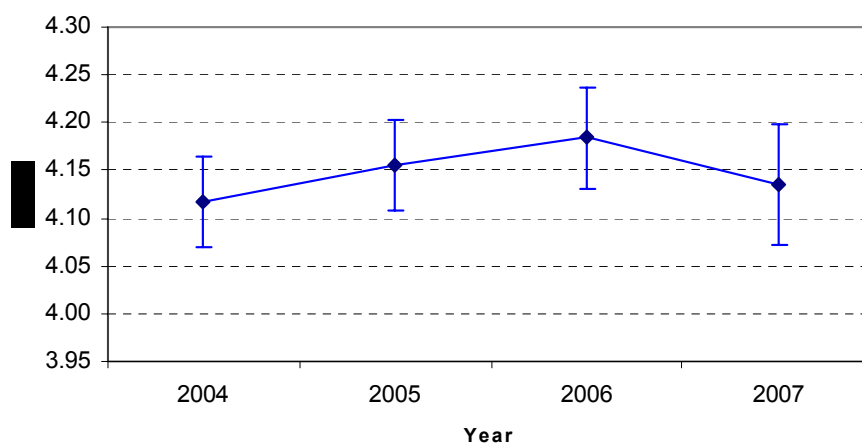
### 3.1.2 Distribution of Relationship scores for all employees

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**

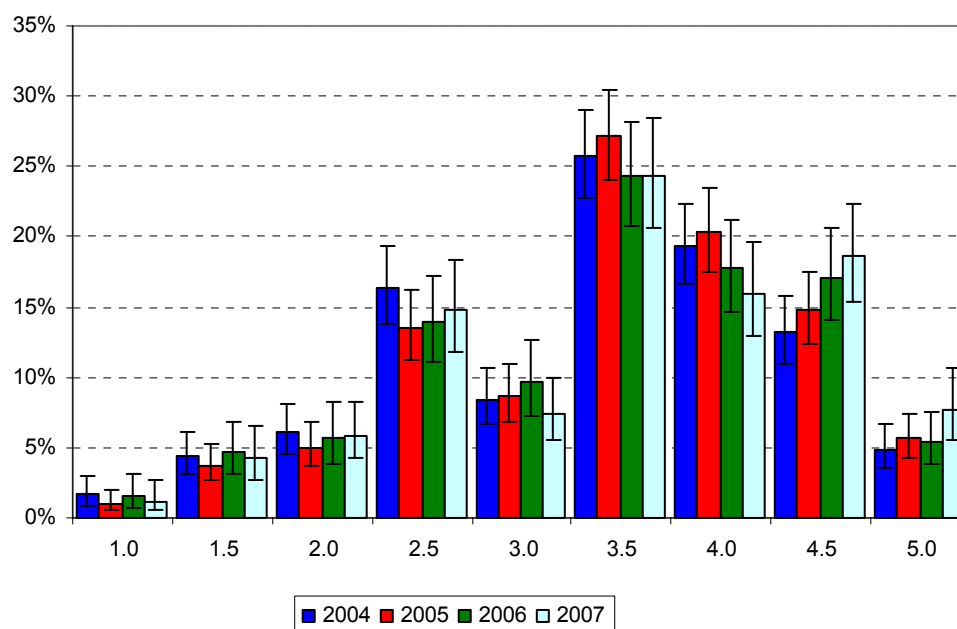


Analysis suggests no clear trend in relationships at work between 2004 and 2007 among all British employees ( $p=0.20$ ). Improvement between 2004 and 2006 had been significant but the mean score fell, non-significantly ( $p=0.36$ ), in 2007.

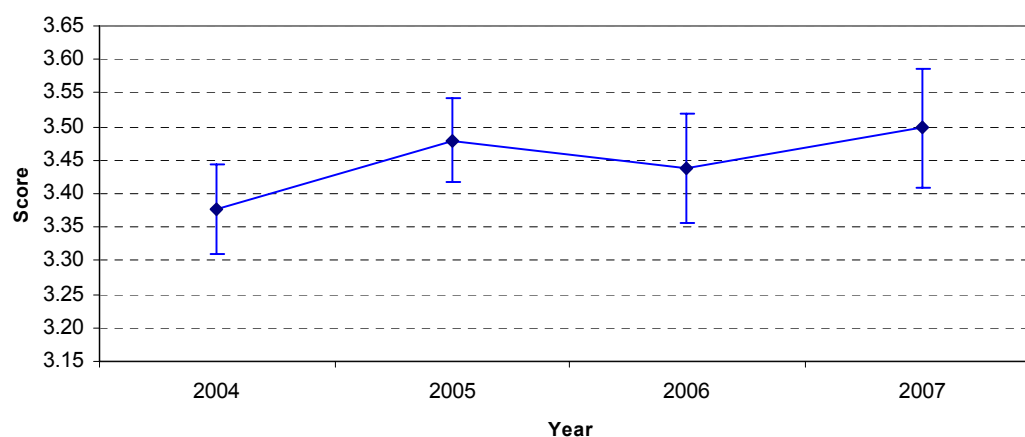
### 3.1.3 Distribution of Change scores for all employees

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**

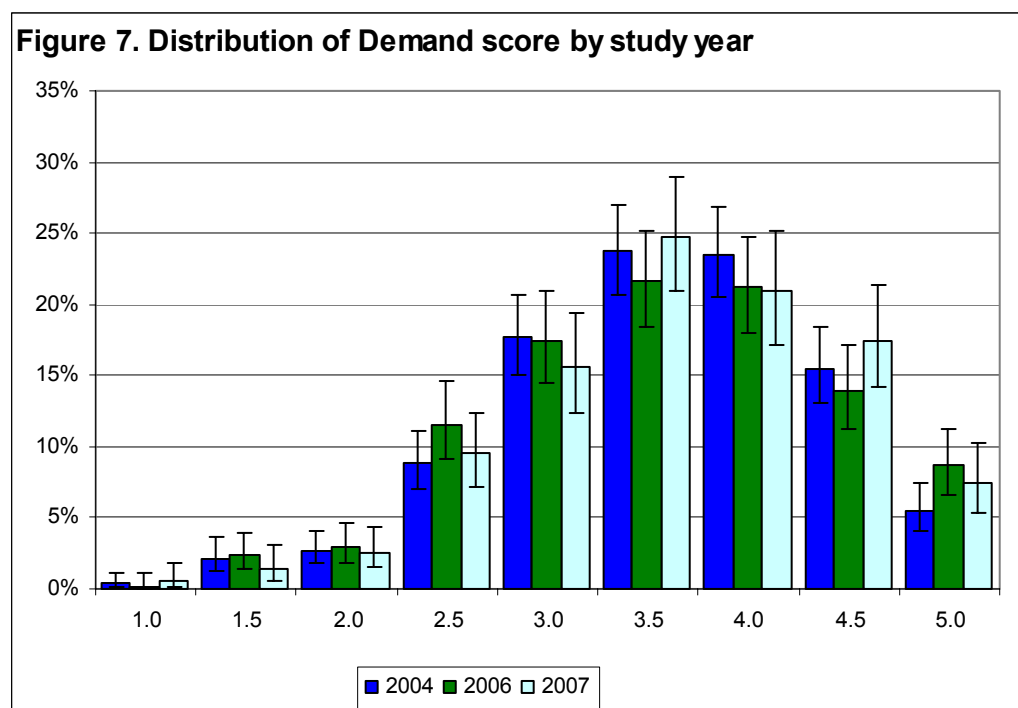


Analysis suggests a mildly significant upward trend across years in the mean score for Change among all employees in Britain ( $p=0.06$ ). The single increase over the past twelve months was not significant ( $p=0.67$ ).

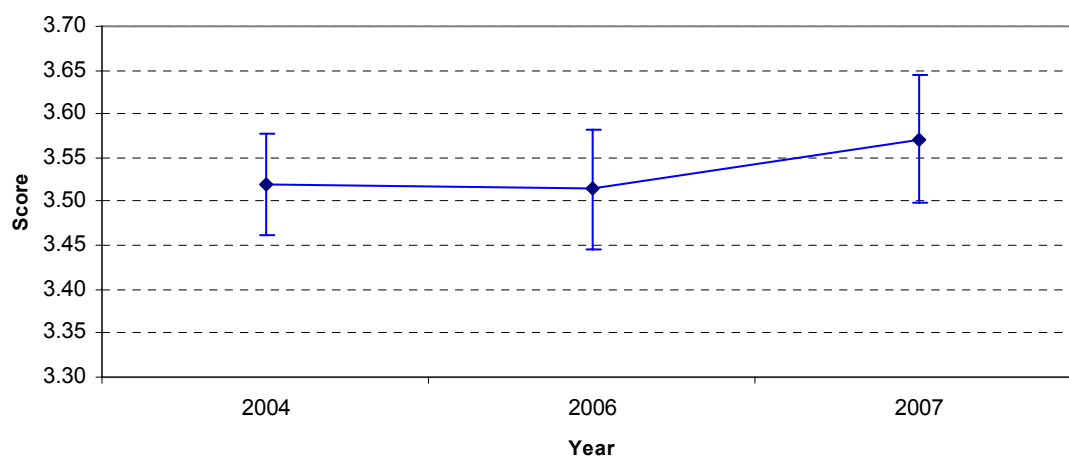


### 3.1.4 Distribution of Demands scores for all employees

The distribution of the scale score for Demands for 2004 and 2006 by year and the overall mean score for Demand by year are shown in Figures 7 and 8 below.



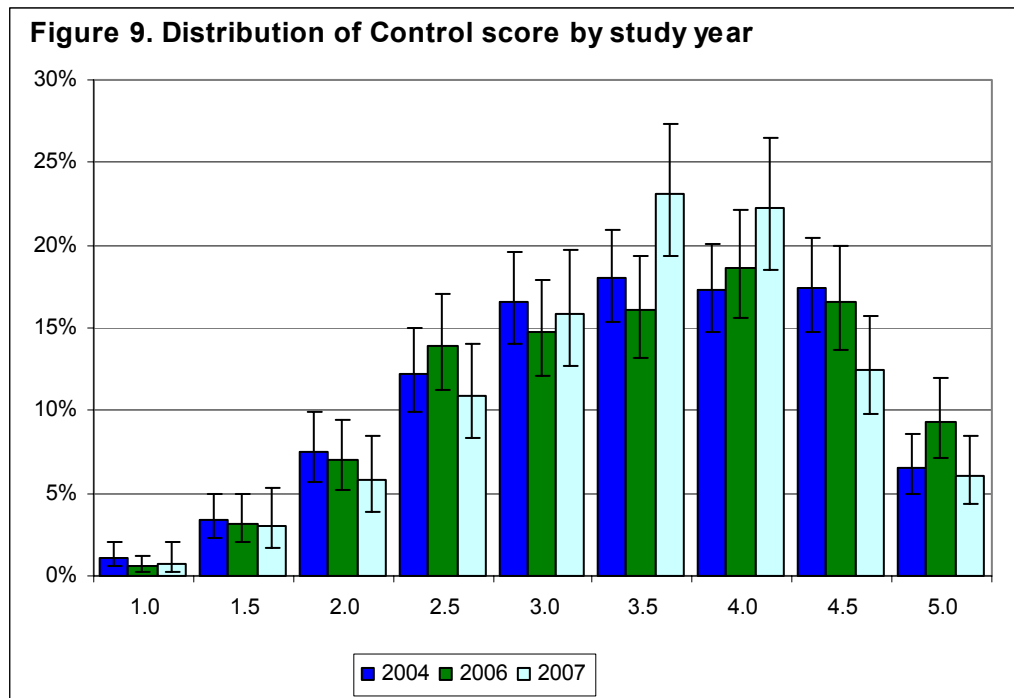
**Figure 8. Mean Demand score by year**



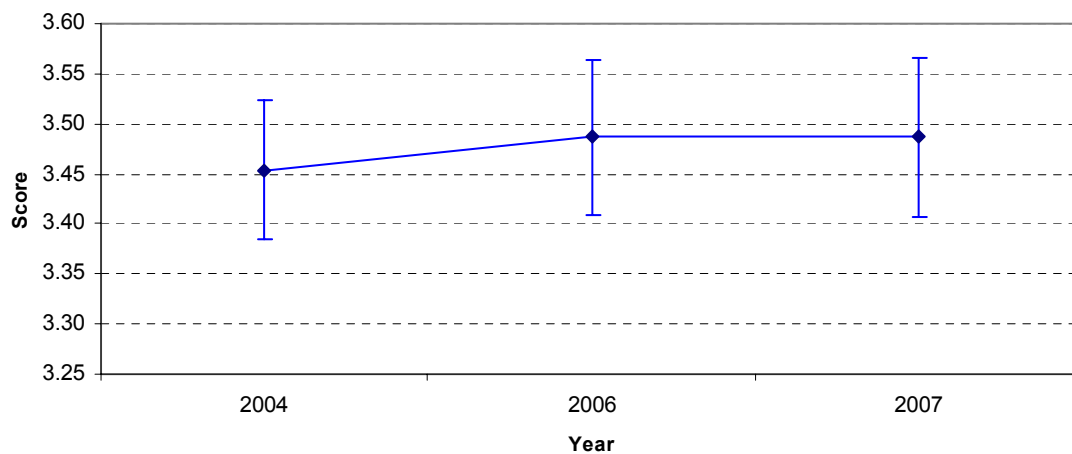
Analysis suggests no significant trend in Demand score among British employees between 2004 and 2007 ( $p=0.39$ ). Nor is the increase between 2006 and 2007 statistically significant ( $p=0.31$ ).

### 3.1.5 Distribution of Control scores for all employees

The distribution of the scale score for Control for 2004 and 2006 by year and the overall mean score for Control by year are shown in Figures 9 and 10 below.



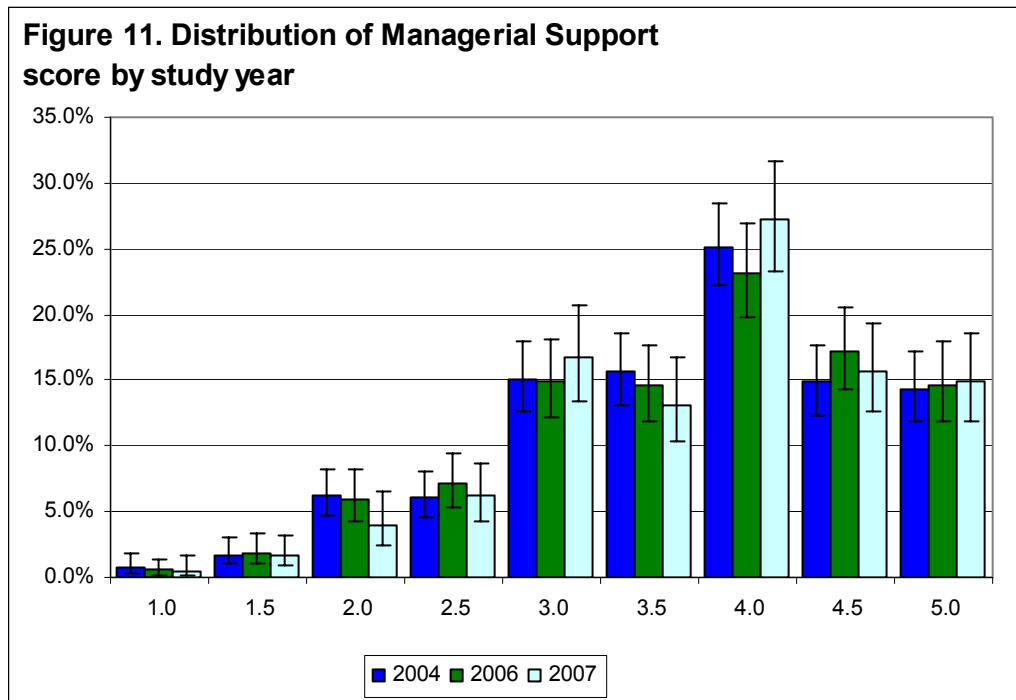
**Figure 10. Mean Control score by year**



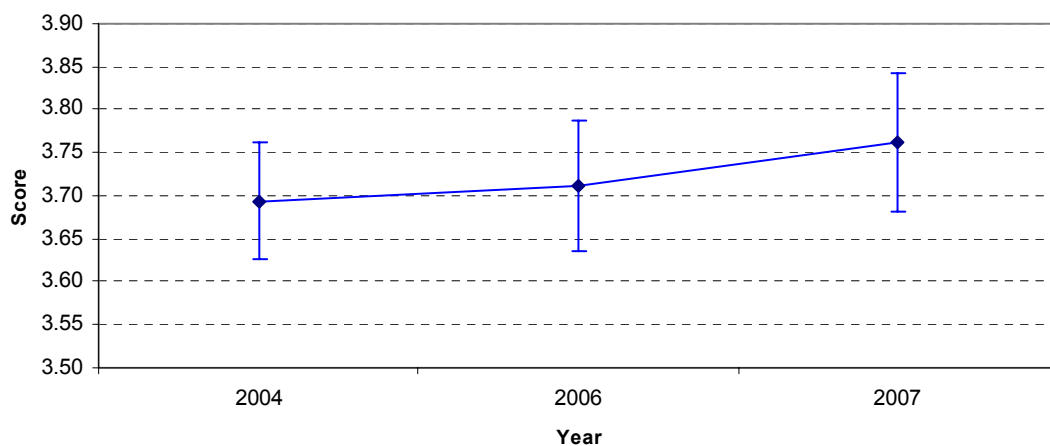
Analysis suggests no significant difference in Control score among British employees between 2004 and 2007 ( $p=0.83$ ). There was no significant difference between mean scores in 2006 and 2007 ( $p=0.54$ ).

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

The distribution of the scale score for Managerial Support for 2004 and 2006 by year and the overall mean score for Managerial Support by year are shown in Figures 11 and 12 below.



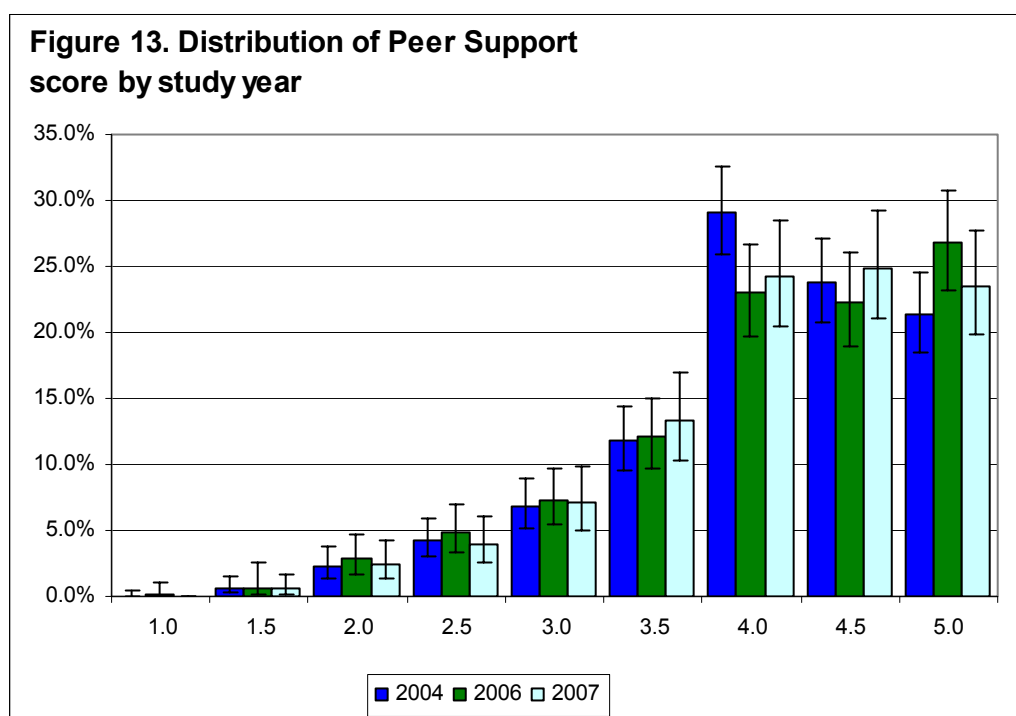
**Figure 12. Mean Managerial Support score by year**



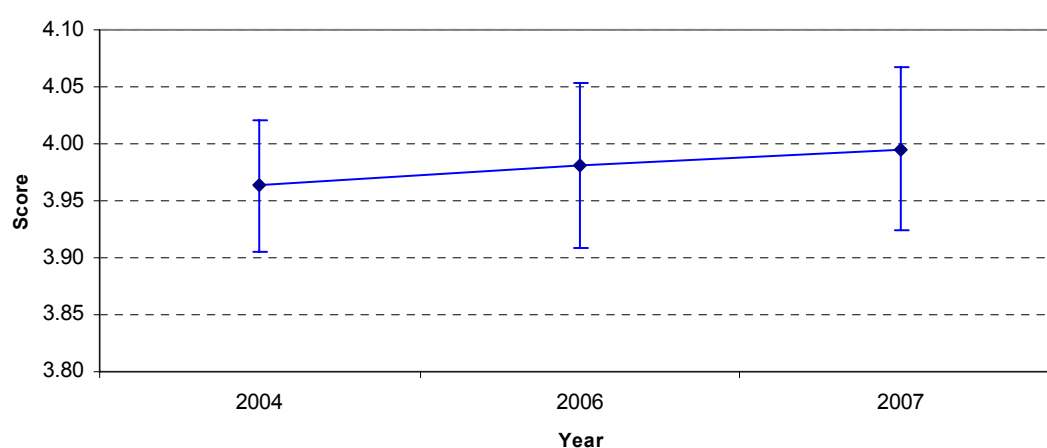
Analysis suggests no significant difference in Managerial Support score among British employees between 2004 and 2007 ( $p=0.17$ ). The increase in mean score between 2006 and 2007 was not significant ( $p=0.14$ ).

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

The distribution of the scale score for Peer Support for 2004 and 2006 by year and the overall mean score for Peer Support by year are shown in Figures 11 and 12 below.



**Figure 14. Mean Peer Support score by year**



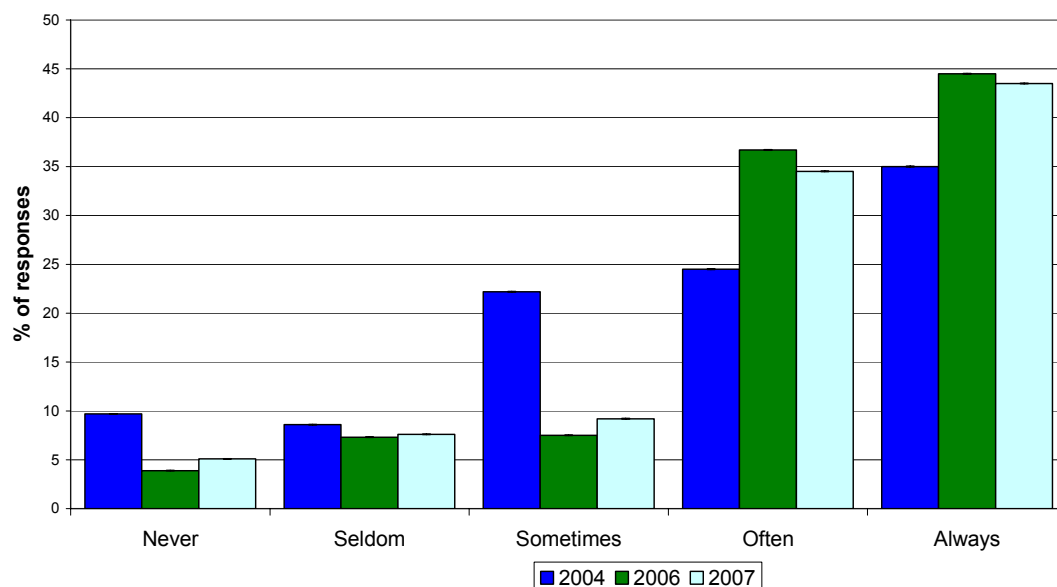
Analysis suggests no significant difference in Peer Support score among British employees between 2004 and 2007 ( $p=0.21$ ). The increase in mean score between 2006 and 2007 was not statistically significant ( $p=0.71$ ).

### 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.

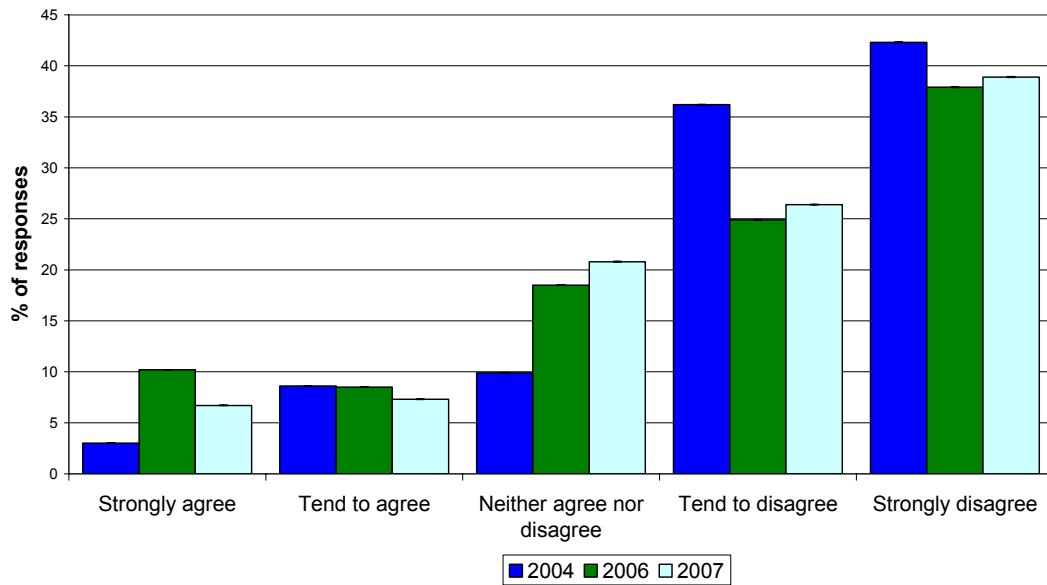
From 2004 to 2007 there was a significant reduction ( $p < 0.001$ ) in the rating of how often employees felt they could rely on their line manager to help them out with a work problem (Figure 15)

Figure 15. "I can rely on my line manager" by year



From 2004 to 2007 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 16)

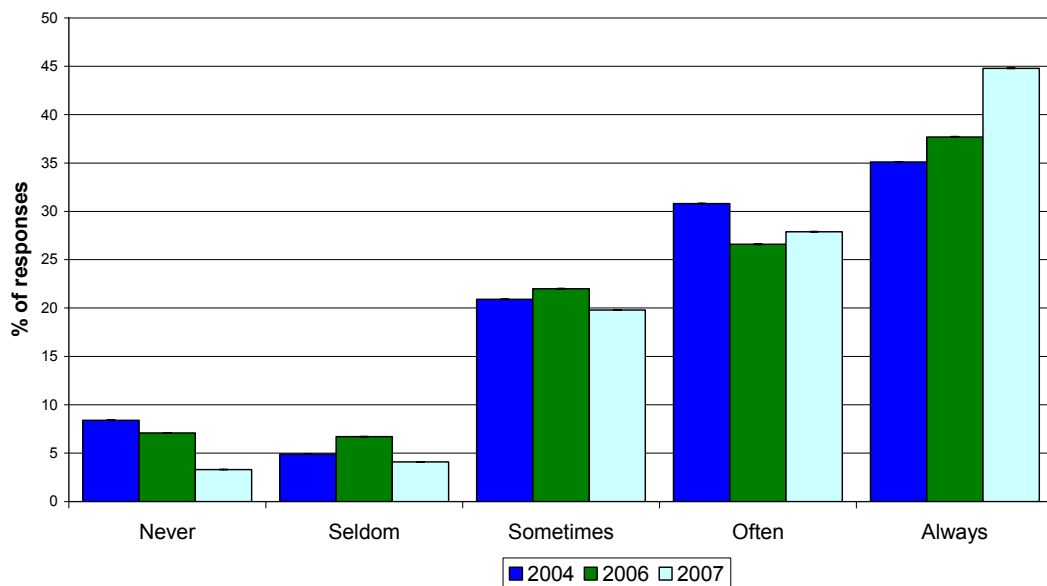
**Figure 16. "I can talk to my line manager" by year**



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.

From 2004 to 2007 there was a significant improvement ( $p < 0.001$ ) in the rating of how often workers felt that if work got difficult, their colleagues would support them (Figure 17)

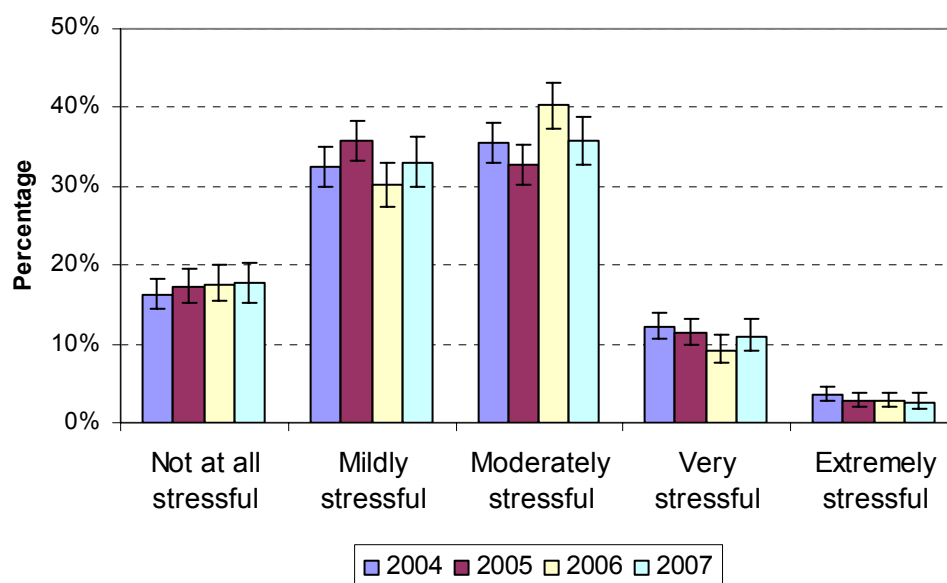
**Figure 17. "If work gets difficult, colleagues will help me" by year**



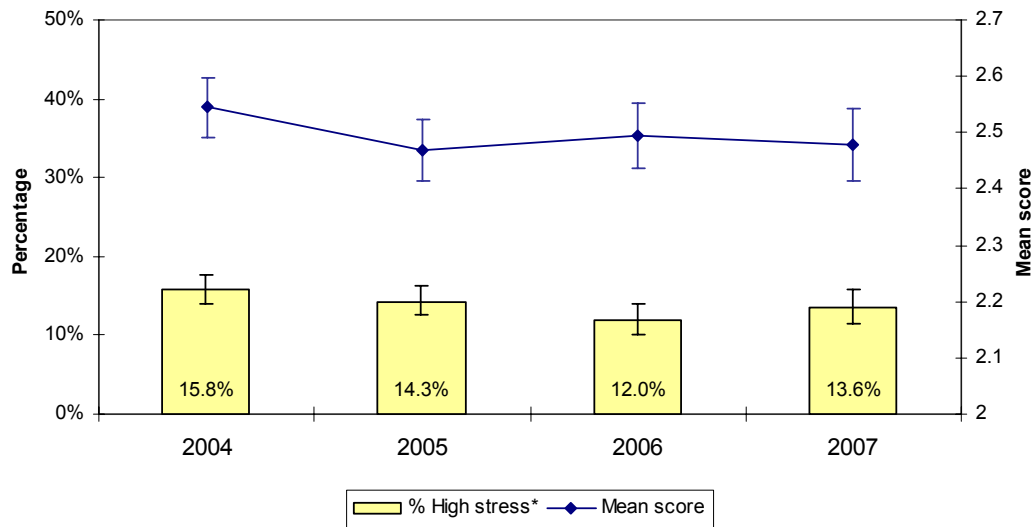
### 3.1.8 Trends in job stressfulness for all employees

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 18 below shows the distribution of scores in response to this single question by year. In 2007 13.6% (95% CI 11.6%, 16.0%) 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. Despite an increase (which was not statistically significant in itself) in 2007, the high stress group has still shown a highly significantly declining trend among British employees from 2004 to 2007 ( $p=0.02$ ). The trend is shown in Figure 19, along with the mean score on the job stressfulness scale.

**Figure 18. In general how do you find your job?**



**Figure 19. Mean of Job stressfulness scale, and percentage with high 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

To obtain an indication of whether employers are taking any visible measures to reduce stress in the workplace, respondents in both March and April surveys from 2004 to 2007 were asked whether they were aware of any initiatives undertaken by their company to reduce stress at work in the previous 12 months. Table 3 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 each year.

**Table 3. 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%
2007	32.8%	29.6%	36.1%

P value for trend across years = 0.79

\* Around 10% indicated that they didn't know, and are excluded from calculations



### 3.1.10 Discussions with Line Managers about Stress

Respondents in both March and April surveys from 2004 to 2007 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 4).

**Table 4. Discussion of stress with line manager by year**

Those indicating discussed stress with manager in the last 12 months*			
Year	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%
2007	34.9%	31.8%	38.0%

P value for trend across years = 0.88

\* Around 2% indicated that they didn't know, and 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). Mean working condition scores by year and by industry status (target vs. non-target industries) for the 7 scales representing the Management Standards are shown in appendix A (Tables A1 to A7).

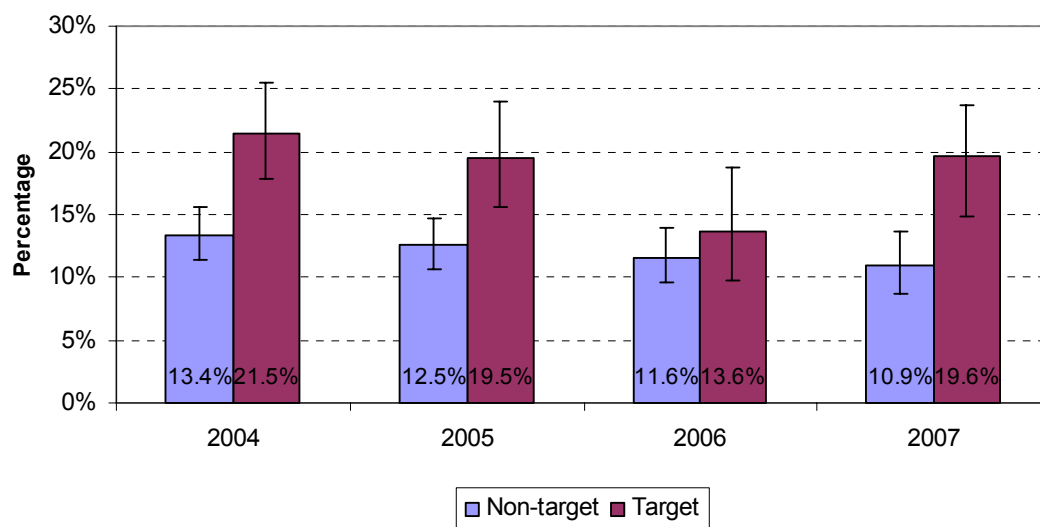
Last year's report (HSE, 2006c) included an analysis of trend for each working conditions scale within target and non-target industries. However, no significant trends were found and it was noted that the sample sizes were so small as to make statistical significance very difficult to reach. Further reductions in the sample size of this survey this year mean it is no longer worthwhile assessing the data for significant trends within target groups as results would be unreliable. For the same reasons, trend tests in scale scores within selected target industries are again not repeated.

### 3.2.2 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 20. These data indicate a highly significant reduction in employees reporting high job stress 2004 to

2007 within non-target industry sectors ( $p=0.05$ ) but not amongst employees in the target industry sectors ( $p=0.22$ ). However visual inspection suggests there has been a decrease in the target sectors but with a non-linear trend and a possible outlier in either 2006 or 2007. The next survey in 2008 should reveal whether either 2006 or 2007 was an unusual result as part of a general downward trend.

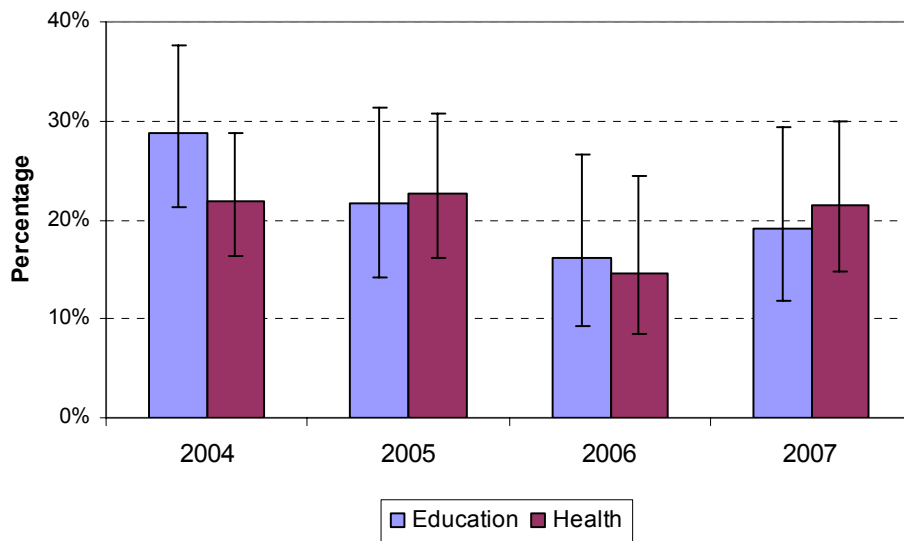
**Figure 20. Percentage with high stress\* by year and industry status**



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

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 21, indicate a significant reduction in high job stress 2004 to 2007 among employees in education ( $p=0.02$ ) but not for those in the Health sector ( $p=0.66$ ).

**Figure 21: Percentage reporting high stress\* by year and selected industry**



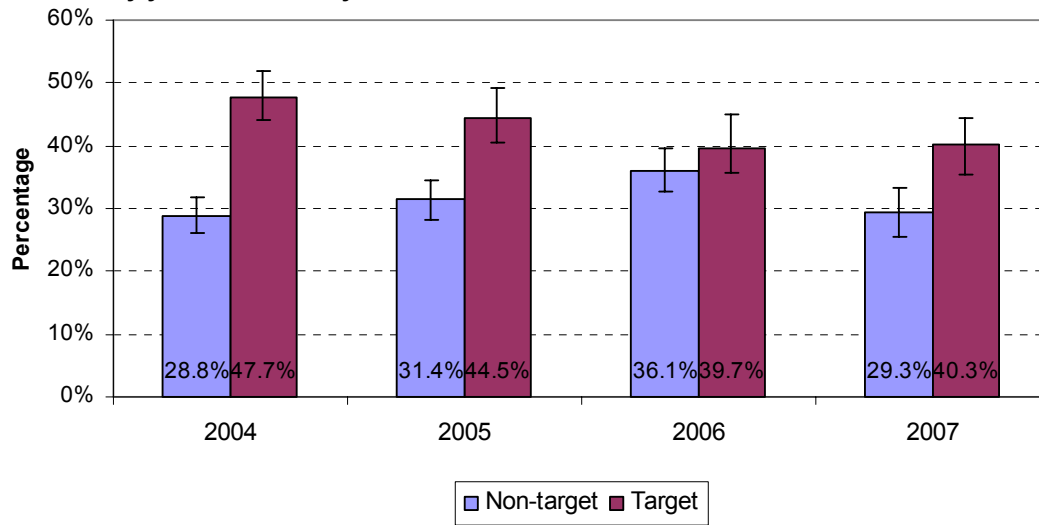
\*High job stress refers to those who indicated that their job was extremely or very stressful

### *3.2.3 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 22. These data suggest no trend with time in the percentage of British employees in non-target sectors reporting initiatives in the previous 12 months to tackle stress ( $p=0.23$ ) but a significant decreasing trend in target sectors in those reporting such initiatives ( $p=0.04$ ).

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

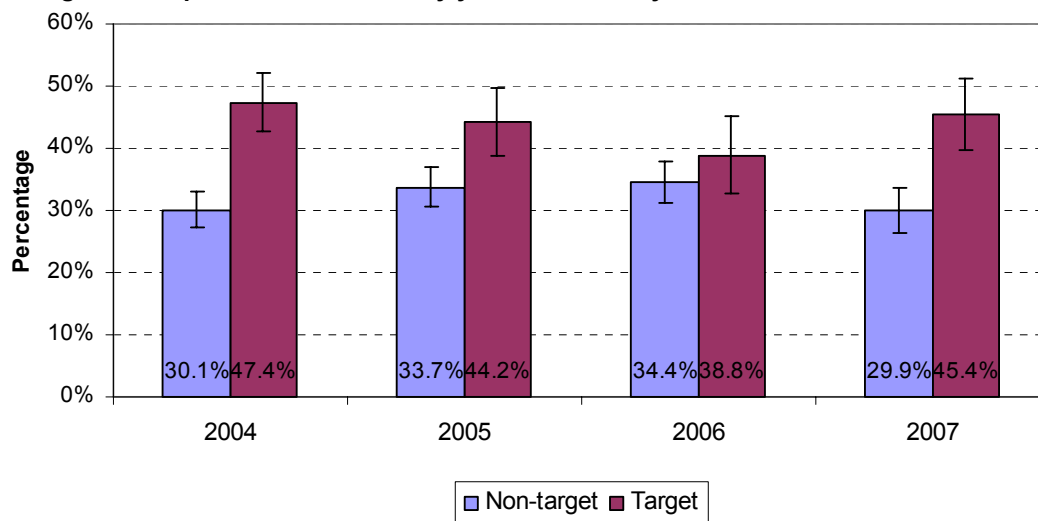


#### *3.2.4 Discussions of stress with manager by selected industries*

The proportion of employees reporting discussions of stress with their line manager in the previous 12 months is shown in Figure 23. Analysis indicated no trend ( $p=0.64$ ) from 2004 to 2007 in the proportion of employees reporting such discussions in target sector organisations. Within non-target sector industries there was also no evident trend ( $p=0.77$ ). Visual inspection of Figure 23 does suggest an increase in discussions occurring in the target sectors, and future surveys will reveal whether this becomes a significant upward trend.

Sub-analyses assessing trends over time within each of the key industry sectors demonstrated no significant reductions within specific industry sectors. However, as noted previously these sub analyses have very low numbers and hence power and reliability.

**Figure 23. Percentage reporting discussing stress with their line manager in the previous 12 months by year and industry status**



## 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, 2006 and 2007. 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). The 2006 report and this report on 2007 findings concentrate on examining the changes in working conditions from 2004 to 2007 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 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 between 2004 and 2007, with a mildly significant increasing trend in Control the only visible trend. There were no significant changes within the key target industry groups, either individually or when combined. From a visual inspection it appears there may have been a shift between 2006 and 2007 in favour of improved working conditions, however the increase was not statistically significant and it remains to be seen from future surveys whether this is the beginning of an emerging upward trend.

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 having taken place between Summer 2006 and Spring 2007. The final workshops occurred just one month before interviews for the 2007 Psychosocial Working Conditions survey took place. 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 minimal effect arising from HSE targeted activity on the Management Standards should be expected to have begun so far and little impact of self-initiated uptake should be expected since standards were only launched 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 was the same in 2006 and it was suggested that this contradictory trend in items within the managerial support scale may have been a chance finding bearing in mind the reliability of single items. However as it has happened twice in succession this seems unlikely and the alternative suggestion, that respondents are making a subtle distinction we do not yet fully understand the reasons for, is more likely.

## **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.* (2000) 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 2007. 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 2007. 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 2007. 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 later in 2007 or even 2008 and the 2008 survey will be more revealing in this regard.

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 stable within the non-target sectors but 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 there is now no clear trend either among target or non-target sectors and decreasing among target sectors. As organisations roll out the Management Standards process in 2007 and 2008 we would expect to see an increase in reporting of discussion with managers, although it may be that if discussions centre around working conditions rather than the concept of stress, this question does not pick up Management Standards related activity in all cases.

These may in general 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 between 2004 and 2007, albeit with the first faint signs of an improvement in conditions appearing over the last 12 months. However, the perceived proportion of employees reporting their jobs as extremely or very stressful appears to be falling, in line with an overall fall in self-reported work-related stress from the Labour Force Survey. 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 expected to emerge until later in 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	
Year	Mean	Obs	Mean	Obs
2004	4.73	268	4.71	605
2005	4.67	219	4.71	626
2006	4.75	161	4.69	442
2007	4.72	171	4.78	389

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

Relationship	Target Group		Not Target Group	
Year	Mean	Obs	Mean	Obs
2004	4.03	268	4.16	605
2005	4.07	219	4.18	626
2006	4.12	161	4.21	442
2007	4.01	171	4.18	389

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

Change	Target Group		Not Target Group	
Year	Mean	Obs	Mean	Obs
2004	3.31	268	3.40	601
2005	3.33	219	3.53	626
2006	3.30	161	3.49	442
2007	3.31	171	3.57	388

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

Demand	Target Group		Not Target Group	
Year	Mean	Obs	Mean	Obs
2004	3.51	249	3.52	576
2006	3.35	103	3.55	533
2007	3.44	174	3.64	331

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

Control	Target Group		Not Target Group	
Year	Mean	Obs	Mean	Obs
2004	3.42	250	3.47	577
2006	3.51	103	3.48	533
2007	3.48	174	3.49	332

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

Manager S	Target Group		Not Target Group	
Year	Mean	Obs	Mean	Obs
2004	3.87	249	3.62	576
2006	3.59	103	3.74	533
2007	3.91	174	3.68	331

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

Peer S	Target Group		Not Target Group	
Year	Mean	Obs	Mean	Obs
2004	4.07	249	3.92	576
2006	3.83	103	4.01	533
2007	4.10	174	3.94	331

## Appendix B- Questionnaires

### NATIONAL STATISTICS OMNIBUS SURVEY - March 2007

#### 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^Txt3 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^Txt3 discussed with you the stresses in your job?

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

## NATIONAL STATISTICS OMNIBUS SURVEY - April 2007

### Module 346 Working for Health and Safety Executive

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**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.DVIL04a = 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 |