

CLS Clerical

## HSE Indicator Tool - Question by Question

The results are grouped by stressor, and the average score is shown for each question associated with that stressor

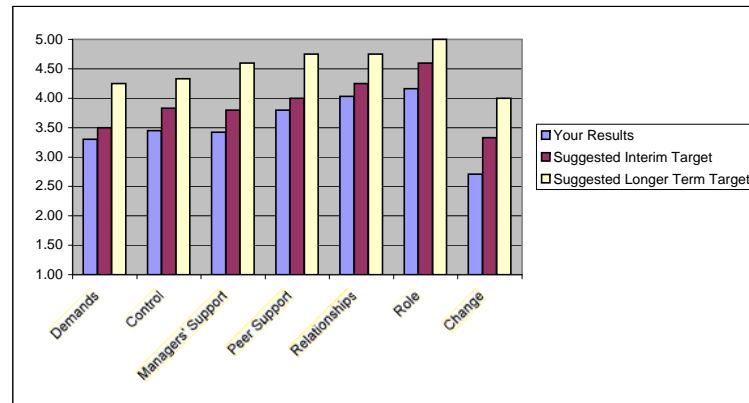
Question	Average
<b>Demands</b>	
3 Different groups at work demand things from me that are hard to combine	3.05
6 I have unachievable deadlines	3.73
9 I have to work very intensively	2.45
12 I have to neglect some tasks because I have too much to do	3.18
16 I am unable to take sufficient breaks	3.41
18 I am pressured to work long hours	4.23
20 I have to work very fast	2.68
22 I have unrealistic time pressures	3.64
<b>Overall</b>	<b>3.30</b>
<b>Control</b>	
2 I can decide when to take a break	3.59
10 I have a say in my own work speed	3.68
15 I have a choice in deciding how I do my work	4.05
19 I have a choice in deciding what I do at work	2.77
25 I have some say over the way I work	3.95
30 My working time can be flexible	2.68
<b>Overall</b>	<b>3.45</b>
<b>Managers' Support</b>	
8 I am given supportive feedback on the work I do	2.68
23 I can rely on my line manager to help me out with a work problem	3.95
29 I can talk to my line manager about something that has upset or annoyed me about work	3.68
33 I am supported through emotionally demanding work	3.18
35 My line manager encourages me at work	3.59
<b>Overall</b>	<b>3.42</b>
<b>Peer Support</b>	
7 If work gets difficult, my colleagues will help me	3.73
24 I get help and support I need from colleagues	3.95
27 I receive the respect at work I deserve from my colleagues	3.55
31 My colleagues are willing to listen to my work-related problems	3.95
<b>Overall</b>	<b>3.80</b>

Question	Average
<b>Relationships</b>	
5 I am subject to personal harassment in the form of unkind words or behaviour	4.50
14 There is friction or anger between colleagues	3.77
21 I am subject to bullying at work	4.59*
34 Relationships at work are strained	3.27
<b>Overall</b>	<b>4.03</b>
* 4 (16.2%) of the staff included in this query and who responded report that they are always, often or sometimes bullied.	
<b>Role</b>	
1 I am clear what is expected of me at work	4.27
4 I know how to go about getting my job done	4.41
11 I am clear what my duties and responsibilities are	4.14
13 I am clear about the goals and objectives for my department	3.86
17 I understand how my work fits into the overall aim of the organisation	4.14
<b>Overall</b>	<b>4.16</b>
<b>Change</b>	
26 I have sufficient opportunities to question managers about change at work	2.73
28 Staff are always consulted about change at work	2.50
32 When changes are made at work, I am clear how they will work out in practice	2.91
<b>Overall</b>	<b>2.71</b>

**Key**

- Doing very well - need to maintain performance  
Represents those at, above or close to the 80th percentile<sup>†</sup>
- Good, but need for improvement. Represents those better than average but not at, above or close to the 80th percentile<sup>†</sup>
- Clear need for improvement. Represents those likely to be below average but not at, below or close to the 20th percentile<sup>†</sup>
- Urgent action needed. Represents those at, below or close to the 20th percentile<sup>†</sup>

Data Set: Psychosocial Working Conditions in Britain in 2004  
Category Filter: Role=Clerical (n=22, 9.6%)



<sup>†</sup> Compared with results from 'Psychosocial Working Conditions in Britain in 2004' (see the HSE MS Analysis Tool User Manual for more information and for caveats regarding interpretation of results)

## Part 1 - Number of staff who selected each response

	Never	Seldom	Sometimes	Often	Always
1 I am clear what is expected of me at work;	0	1	1	11	9
2 I can decide when to take a break;	3	0	7	5	7
3 Different groups at work demand things from me that are hard to combine;	2	5	9	4	2
4 I know how to go about getting my job done;	0	0	2	9	11
5 I am subject to personal harassment in the form of unkind words or behaviour;	15	3	4	0	0
6 I have unachievable deadlines;	7	6	5	4	0
7 If work gets difficult, my colleagues will help me;	0	2	8	6	6
8 I am given supportive feedback on the work I do;	4	6	7	3	2
9 I have to work very intensively;	0	0	12	8	2
10 I have a say in my own work speed	0	3	7	6	6
11 I am clear what my duties and responsibilities are	0	1	4	8	9
12 I have to neglect some tasks because I have too much to do	1	7	10	3	1
13 I am clear about the goals and objectives for my department	0	3	5	6	8
14 There is friction or anger between colleagues	9	4	6	1	2
15 I have a choice in deciding how I do my work	1	0	3	11	7
16 I am unable to take sufficient breaks	3	6	10	3	0
17 I understand how my work fits into the overall aim of the organisation	0	2	3	7	10
18 I am pressured to work long hours	11	6	4	1	0
19 I have a choice in deciding what I do at work	4	4	9	3	2
20 I have to work very fast	1	2	10	7	2

	Never	Seldom	Sometimes	Often	Always
21 I am subject to bullying at work	17	1	4	0	0
22 I have unrealistic time pressures	3	9	9	1	0
23 I can rely on my line manager to help me out with a work problem	0	2	5	7	8
24 I get help and support I need from colleagues	Strongly disagree 0	Disagree 1	Neutral 3	Agree 14	Strongly agree 4
25 I have some say over the way I work	Strongly disagree 1	Disagree 0	Neutral 2	Agree 15	Strongly agree 4
26 I have sufficient opportunities to question managers about change at work	Strongly disagree 3	Disagree 7	Neutral 6	Agree 5	Strongly agree 1
27 I receive the respect at work I deserve from my colleagues	Strongly disagree 1	Disagree 1	Neutral 8	Agree 9	Strongly agree 3
28 Staff are always consulted about change at work	Strongly disagree 5	Disagree 8	Neutral 2	Agree 7	Strongly agree 0
29 I can talk to my line manager about something that has upset or annoyed me about work	Strongly disagree 2	Disagree 2	Neutral 4	Agree 7	Strongly agree 7
30 My working time can be flexible	Strongly disagree 5	Disagree 6	Neutral 3	Agree 7	Strongly agree 1
31 My colleagues are willing to listen to my work related problems	Strongly disagree 0	Disagree 1	Neutral 4	Agree 12	Strongly agree 5
32 When changes are made at work, I am clear how they will work out in practice	Strongly disagree 3	Disagree 5	Neutral 6	Agree 7	Strongly agree 1
33 I am supported through emotionally demanding work	Strongly disagree 2	Disagree 3	Neutral 8	Agree 7	Strongly agree 2
34 Relationships at work are strained	Strongly disagree 2	Disagree 10	Neutral 5	Agree 2	Strongly agree 3
35 My line manager encourages me at work	Strongly disagree 0	Disagree 3	Neutral 7	Agree 8	Strongly agree 4

## Part 2 - Results grouped by stressor

	Stressors							
	Percentage Returned	Demands	Control	Managers' Support	Peer Support	Relationships	Role	Change
CLS Clerical	N/A	66%	69%	68%	76%	81%	83%	54%
University Staff Overall (Jan/Feb 2005)	28%	64%	77%	70%	76%	80%	82%	63%
Safety Services proposed standard		80%	80%	80%	80%	80%	80%	80%

0 staff report that they are always or often bullied.

17 staff report that they are always or often bullied.