

# CLS Core Service Provider

## 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

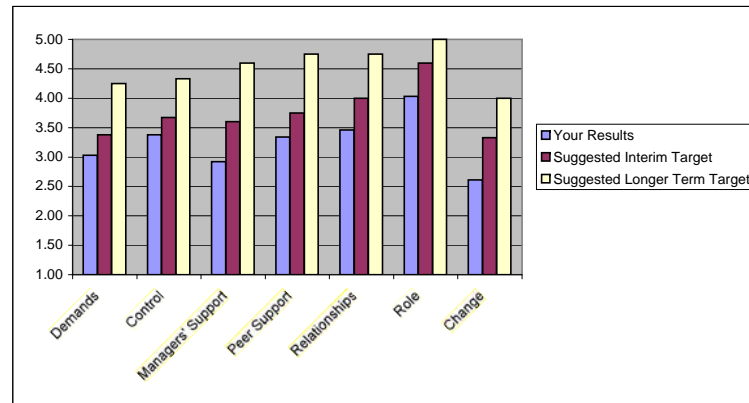
Question	Average
<b>Demands</b>	
3 Different groups at work demand things from me that are hard to combine	2.63
6 I have unachievable deadlines	3.42
9 I have to work very intensively	2.11
12 I have to neglect some tasks because I have too much to do	2.63
16 I am unable to take sufficient breaks	3.16
18 I am pressured to work long hours	4.16
20 I have to work very fast	2.68
22 I have unrealistic time pressures	3.42
<b>Overall</b>	<b>3.03</b>
<b>Control</b>	
2 I can decide when to take a break	3.32
10 I have a say in my own work speed	3.68
15 I have a choice in deciding how I do my work	4.11
19 I have a choice in deciding what I do at work	2.79
25 I have some say over the way I work	3.95
30 My working time can be flexible	2.42
<b>Overall</b>	<b>3.38</b>
<b>Managers' Support</b>	
8 I am given supportive feedback on the work I do	2.37
23 I can rely on my line manager to help me out with a work problem	3.26
29 I can talk to my line manager about something that has upset or annoyed me about work	3.47
33 I am supported through emotionally demanding work	2.63
35 My line manager encourages me at work	2.84
<b>Overall</b>	<b>2.92</b>
<b>Peer Support</b>	
7 If work gets difficult, my colleagues will help me	3.42
24 I get help and support I need from colleagues	3.37
27 I receive the respect at work I deserve from my colleagues	3.26
31 My colleagues are willing to listen to my work-related problems	3.32
<b>Overall</b>	<b>3.34</b>

Question	Average
<b>Relationships</b>	
5 I am subject to personal harassment in the form of unkind words or behaviour	3.79
14 There is friction or anger between colleagues	3.00
21 I am subject to bullying at work	4.32*
34 Relationships at work are strained	2.74
<b>Overall</b>	<b>3.46</b>
* 4 (21.1%) 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	3.79
4 I know how to go about getting my job done	4.63
11 I am clear what my duties and responsibilities are	3.84
13 I am clear about the goals and objectives for my department	3.84
17 I understand how my work fits into the overall aim of the organisation	4.05
<b>Overall</b>	<b>4.03</b>
<b>Change</b>	
26 I have sufficient opportunities to question managers about change at work	2.95
28 Staff are always consulted about change at work	2.32
32 When changes are made at work, I am clear how they will work out in practice	2.58
<b>Overall</b>	<b>2.61</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=Core Service Provider (n=19, 8.3%)



<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	6	8	4
2 I can decide when to take a break;	1	3	6	7	2
3 Different groups at work demand things from me that are hard to combine;	1	2	8	5	3
4 I know how to go about getting my job done;	0	0	1	5	13
5 I am subject to personal harassment in the form of unkind words or behaviour;	5	7	5	2	0
6 I have unachievable deadlines;	3	7	5	3	1
7 If work gets difficult, my colleagues will help me;	1	2	8	4	4
8 I am given supportive feedback on the work I do;	3	9	5	1	1
9 I have to work very intensively;	0	0	3	15	1
10 I have a say in my own work speed	0	2	5	9	3
11 I am clear what my duties and responsibilities are	1	0	4	10	4
12 I have to neglect some tasks because I have too much to do	3	1	5	6	4
13 I am clear about the goals and objectives for my department	0	1	6	7	5
14 There is friction or anger between colleagues	0	3	13	3	0
15 I have a choice in deciding how I do my work	0	0	3	11	5
16 I am unable to take sufficient breaks	2	4	8	5	0
17 I understand how my work fits into the overall aim of the organisation	1	1	1	9	7
18 I am pressured to work long hours	9	6	2	2	0
19 I have a choice in deciding what I do at work	4	2	8	4	1
20 I have to work very fast	0	1	11	7	0

	Never	Seldom	Sometimes	Often	Always
21 I am subject to bullying at work	10	5	4	0	0
22 I have unrealistic time pressures	2	5	11	1	0
23 I can rely on my line manager to help me out with a work problem	2	4	4	5	4
24 I get help and support I need from colleagues	Strongly disagree 1	Disagree 1	Neutral 8	Agree 8	Strongly agree 1
25 I have some say over the way I work	Strongly disagree 0	Disagree 1	Neutral 2	Agree 13	Strongly agree 3
26 I have sufficient opportunities to question managers about change at work	Strongly disagree 2	Disagree 7	Neutral 2	Agree 6	Strongly agree 2
27 I receive the respect at work I deserve from my colleagues	Strongly disagree 1	Disagree 2	Neutral 8	Agree 7	Strongly agree 1
28 Staff are always consulted about change at work	Strongly disagree 6	Disagree 4	Neutral 6	Agree 3	Strongly agree 0
29 I can talk to my line manager about something that has upset or annoyed me about work	Strongly disagree 1	Disagree 6	Neutral 0	Agree 7	Strongly agree 5
30 My working time can be flexible	Strongly disagree 5	Disagree 7	Neutral 3	Agree 2	Strongly agree 2
31 My colleagues are willing to listen to my work related problems	Strongly disagree 1	Disagree 3	Neutral 5	Agree 9	Strongly agree 1
32 When changes are made at work, I am clear how they will work out in practice	Strongly disagree 3	Disagree 6	Neutral 6	Agree 4	Strongly agree 0
33 I am supported through emotionally demanding work	Strongly disagree 3	Disagree 5	Neutral 7	Agree 4	Strongly agree 0
34 Relationships at work are strained	Strongly disagree 0	Disagree 3	Neutral 9	Agree 6	Strongly agree 1
35 My line manager encourages me at work	Strongly disagree 3	Disagree 3	Neutral 8	Agree 4	Strongly agree 1

## Part 2 - Results grouped by stressor

	Stressors							
	Percentage Returned	Demands	Control	Managers' Support	Peer Support	Relationships	Role	Change
CLS Core Service Provider	N/A	61%	68%	58%	67%	69%	81%	52%
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.