

CLS Scientific 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

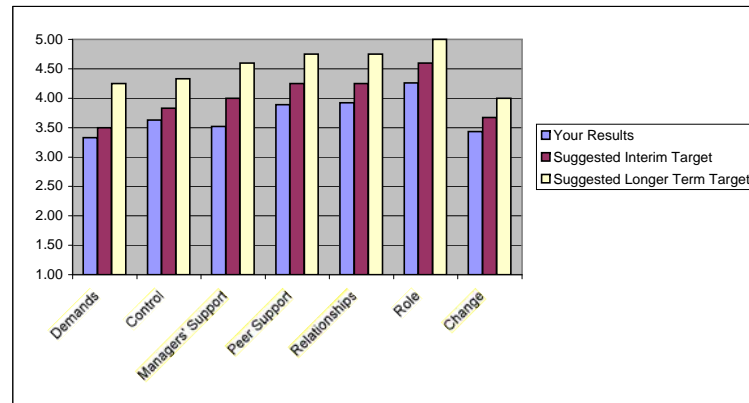
Question	Average
Demands	
3 Different groups at work demand things from me that are hard to combine	3.06
6 I have unachievable deadlines	3.83
9 I have to work very intensively	2.33
12 I have to neglect some tasks because I have too much to do	3.33
16 I am unable to take sufficient breaks	3.56
18 I am pressured to work long hours	4.00
20 I have to work very fast	2.61
22 I have unrealistic time pressures	3.89
Overall	3.33
Control	
2 I can decide when to take a break	4.00
10 I have a say in my own work speed	3.78
15 I have a choice in deciding how I do my work	3.83
19 I have a choice in deciding what I do at work	2.94
25 I have some say over the way I work	3.83
30 My working time can be flexible	3.39
Overall	3.63
Managers' Support	
8 I am given supportive feedback on the work I do	3.11
23 I can rely on my line manager to help me out with a work problem	3.78
29 I can talk to my line manager about something that has upset or annoyed me about work	3.83
33 I am supported through emotionally demanding work	3.39
35 My line manager encourages me at work	3.50
Overall	3.52
Peer Support	
7 If work gets difficult, my colleagues will help me	3.72
24 I get help and support I need from colleagues	4.06
27 I receive the respect at work I deserve from my colleagues	3.67
31 My colleagues are willing to listen to my work-related problems	4.11
Overall	3.89

Question	Average
Relationships	
5 I am subject to personal harassment in the form of unkind words or behaviour	4.28
14 There is friction or anger between colleagues	3.67
21 I am subject to bullying at work	4.39*
34 Relationships at work are strained	3.33
Overall	3.92
→ 3 (10.1%) of the staff included in this query and who responded report that they are always, often or sometimes bullied.	
Role	
1 I am clear what is expected of me at work	4.39
4 I know how to go about getting my job done	4.44
11 I am clear what my duties and responsibilities are	4.44
13 I am clear about the goals and objectives for my department	3.83
17 I understand how my work fits into the overall aim of the organisation	4.17
Overall	4.26
Change	
26 I have sufficient opportunities to question managers about change at work	3.72
28 Staff are always consulted about change at work	3.17
32 When changes are made at work, I am clear how they will work out in practice	3.39
Overall	3.43

Key

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

Data Set: Psychosocial Working Conditions in Britain in 2004
Category Filter: Role=Scientific Service Provider (n=18, 7.9%)



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

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

Part 2 - Results grouped by stressor

	Stressors							
	Percentage Returned	Demands	Control	Managers' Support	Peer Support	Relationships	Role	Change
CLS Scientific Service Provider	N/A	67%	73%	70%	78%	78%	85%	69%
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%

1 staff report that they are always or often bullied.

17 staff report that they are always or often bullied.