

Clerical/Secretarial

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	2.92
6 I have unachievable deadlines	3.77
9 I have to work very intensively	2.46
12 I have to neglect some tasks because I have too much to do	3.00
16 I am unable to take sufficient breaks	3.77
18 I am pressured to work long hours	4.23
20 I have to work very fast	2.77
22 I have unrealistic time pressures	3.85
Overall	3.35

Question	Average
Control	
2 I can decide when to take a break	3.54
10 I have a say in my own work speed	4.08
15 I have a choice in deciding how I do my work	3.62
19 I have a choice in deciding what I do at work	2.69
25 I have some say over the way I work	3.62
30 My working time can be flexible	2.46
Overall	3.33

Question	Average
Managers' Support	
8 I am given supportive feedback on the work I do	2.69
23 I can rely on my line manager to help me out with a work problem	3.77
29 I can talk to my line manager about something that has upset or annoyed me about work	3.38
33 I am supported through emotionally demanding work	3.00
35 My line manager encourages me at work	3.31
Overall	3.23

Question	Average
Peer Support	
7 If work gets difficult, my colleagues will help me	3.85
24 I get help and support I need from colleagues	3.85
27 I receive the respect at work I deserve from my colleagues	3.46
31 My colleagues are willing to listen to my work-related problems	3.77
Overall	3.73

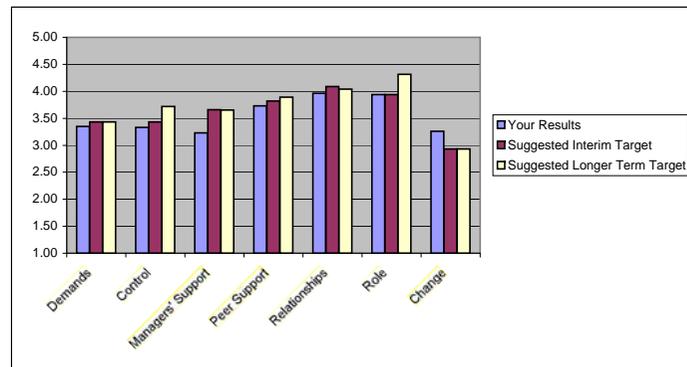
Question	Average
Relationships	
5 I am subject to personal harassment in the form of unkind words or behaviour	4.15
14 There is friction or anger between colleagues	4.08
21 I am subject to bullying at work	4.23
34 Relationships at work are strained	3.38
* 3 (23.1%) of the staff included in this query and who responded report that they are always, often or sometimes bullied.	3.96
Overall	3.96

Question	Average
Role	
1 I am clear what is expected of me at work	4.08
4 I know how to go about getting my job done	4.15
11 I am clear what my duties and responsibilities are	3.77
13 I am clear about the goals and objectives for my department	3.54
17 I understand how my work fits into the overall aim of the organisation	4.15
Overall	3.94

Question	Average
Change	
26 I have sufficient opportunities to question managers about change at work	3.54
28 Staff are always consulted about change at work	2.92
32 When changes are made at work, I am clear how they will work out in practice	3.31
Overall	3.26

- 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: Organisational Averages



[†] Compared with results from 'Organisational Averages' (see the HSE MS Analysis Tool User Manual for more information and for caveats regarding interpretation of results)

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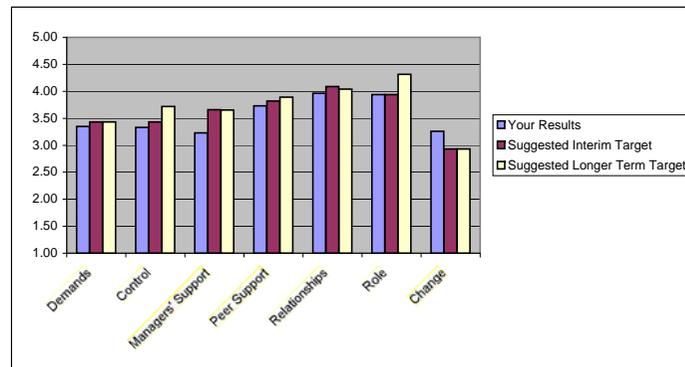
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