

Workplace Wellbeing Survey Report

Example Group

20 November 2017
Filter: Current year



Executive summary

This summary report contains results for the Workplace Wellbeing Survey carried out by Example Group during March 2017.

This survey investigated perceptions of work-related stress and wellbeing across Example Group. 100 people were invited to complete the survey and responses were obtained from 77 (Current year). See Appendix A for a summary of their details.

The Stress Indicator Tool (SIT) has been developed by the Health and Safety Executive (HSE) to measure the attitudes and perceptions of the workforce about work-related stress. The SIT is part of the HSE Stress Management Standards, which are HSE's risk assessment approach to help employers manage the causes of stress in the workplace.

HSE advocates use of the SIT at Step Two of the Management Standards approach, as a source of data that can be used to identify the extent to which work-related stress is a problem in your organisation.

This report summarises the views and experiences of your employees. This will enable Example Group to focus on the priority areas and make targeted improvements.

The scoring system used in the report is based on a 5 point scale. Generally, mean scores of 4 and above can be considered as good performance. Mean scores of 2 or below can be regarded as an indication that improvement is needed. Please be aware that scores that indicate reasonable/good performance may still include pockets of poorer performance. Reviewing your data with a more detailed breakdown (i.e. by different demographic categories) and running focus groups can help you to explore and validate your scores in more depth.

Main findings

The following chart shows the mean scores for each of the six key areas covered by the Management Standards. These are:

Demands - this includes issues such as workload, work patterns and the work environment.

Control - how much say the person has in the way they do their work.

Support - this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.

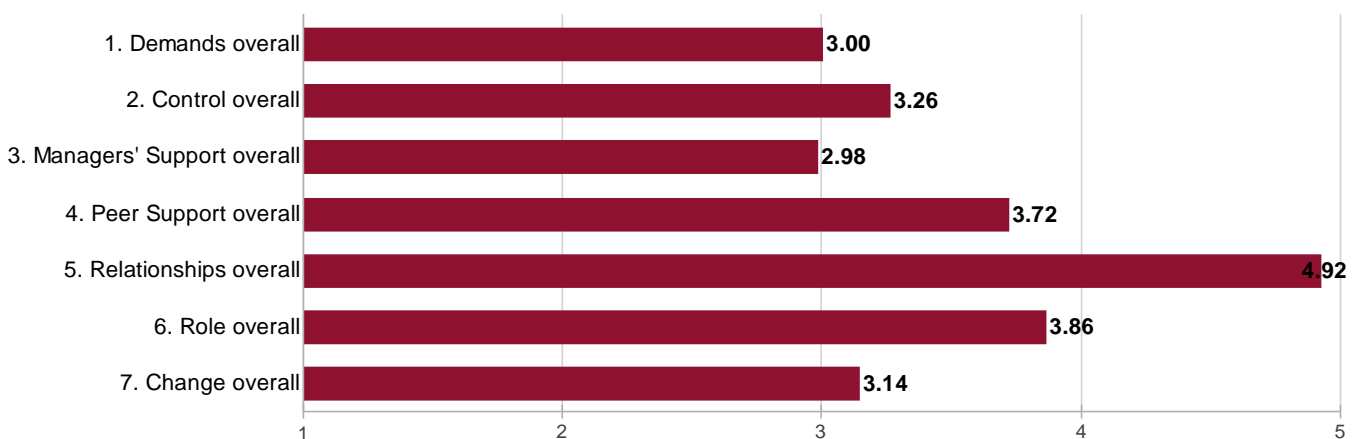
Relationships - this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour.

Role - whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.




Change - how organisational change (large or small) is managed and communicated in the organisation.

The six areas are reported as seven factors because 'Support' is broken down into two factors: Managers' Support and Peer Support. The scores range from 1 (poor) to 5 (desirable).




Summary of mean scores for all factors, for Current year



The questions and related factors with the highest mean scores are:

-  6: Role - I am clear what my duties and responsibilities are (4.07)
-  6: Role - I know how to go about getting my job done (3.89)
-  6: Role - I am clear what is expected of me at work (3.86)

The questions and related factors with the lowest mean scores are:

-  1: Demands - I have to work very fast (2.62)
-  3: Managers' Support - I am given supportive feedback on the work I do (2.84)
-  2: Control - I can decide when to take a break (2.86)

These highest and lowest scoring statements are identified on a comparative basis. Therefore it is recommended that the scores be interpreted in context. For example, the statements with the highest scores may still represent areas of weakness if those scores are relatively low e.g. less than two. In contrast, the lowest scoring statements may have relatively high scores e.g. more than four.

If the highest mean scores include statements from the Relationships factor, these scores are not reported in this section of the report. This is because any score less than 5 for the statements that make up the Relationships factor could indicate a serious issue within your organisation where urgent action is required. For example, an organisation could report cases of bullying and harassment but still achieve a high overall mean score (greater than 4). For the avoidance of doubt, we have removed the Relationship factor entirely from this section, including where we report the lowest mean scores, and advise you to look at this factor in isolation (see section 5 for the factor overview and question breakdown).

Some statements in the survey specifically address harassment and bullying in the workplace.

In this survey:

- At least one respondent has reported that they have experienced bullying in the workplace.
- At least one respondent has reported that they have experienced harassment in the workplace.

You should take urgent action to address any occurrence of bullying or harassment, even if the scores on these statements are not the lowest.

As the survey is anonymous, you won't be able to identify individual cases. You may however be able to identify certain groups e.g. work areas or job types that have higher incidence rates.

As a minimum, HSE recommends you should:

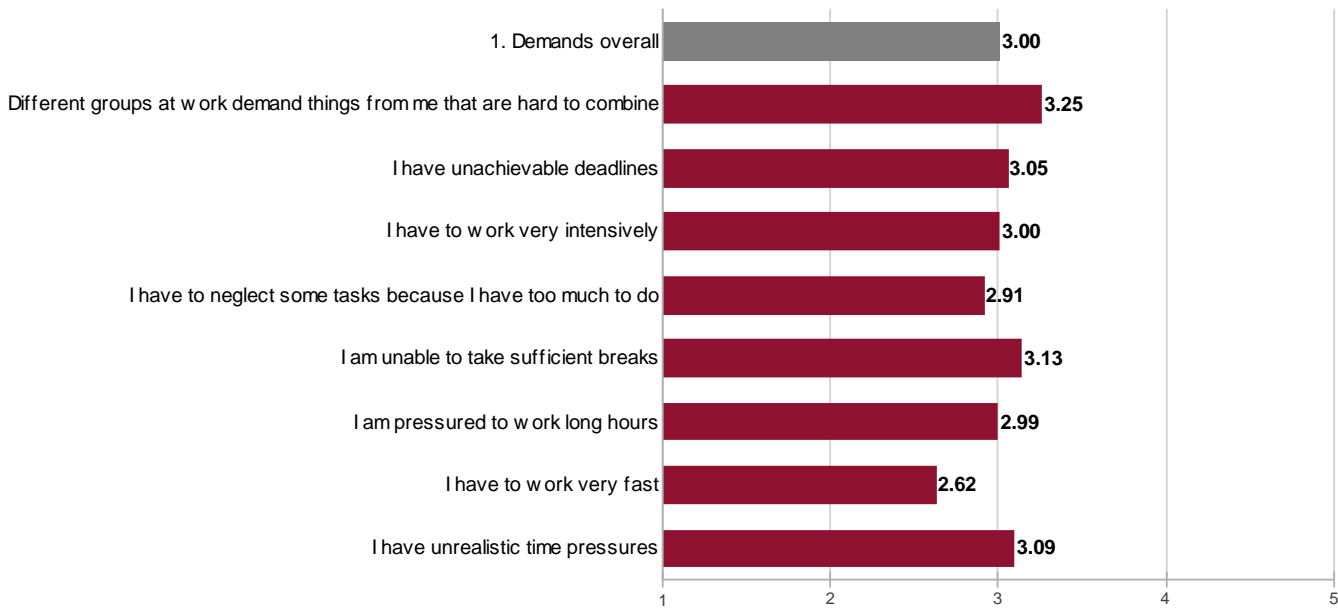
- Send a statement of commitment from senior management emphasising that bullying and harassment will not be tolerated.
- Establish a formal system for reporting and tackling inappropriate behaviour - keep it simple and include staff (and their representatives) when developing it.
- Provide examples of the different types of behaviour that is unacceptable so that everyone is reminded of their responsibility to one another.
- Remind employees what they should do if they believe they are subject to bullying or harassment. Explain the types of support available to them, e.g. company intranet, Employee Assistance Programmes, other helplines or websites, members of staff they can talk to in confidence etc.
- Reassure employees that they will be dealt with fairly and confidentially if they come forward to report an incident of bullying or harassment.

The next section of this report will provide you with a detailed breakdown of each of the factors.

For advice on what to do with your findings see 'Next Steps' section at the end of this report.


1. Demands


The Demands factor is made up of a number of statements that explore issues such as workload, work patterns and the work environment. The findings for Example Group (Current year) are presented below.



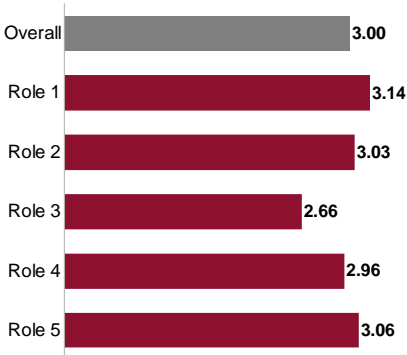
The statements with the highest and lowest mean scores for this factor are shown below.

These highest and lowest scoring statements are identified on a comparative basis. Therefore it is recommended that the scores be interpreted in context. For example, the statement with the highest score may still represent areas of weakness if the score is relatively low e.g. less than two. In contrast, the lowest scoring statement may have a relatively high score e.g. more than four.

 Different groups at work demand things from me that are hard to combine (3.25)

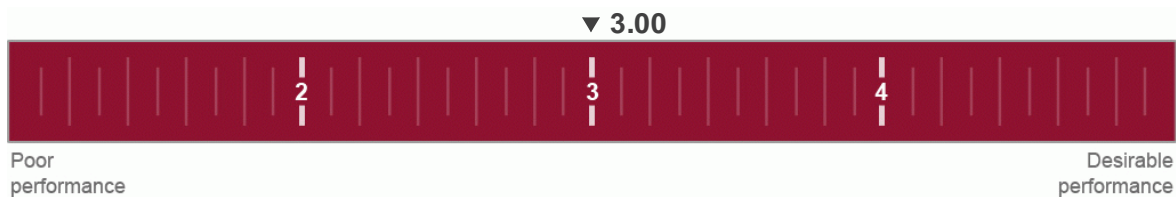
 I have to work very fast (2.62)

This chart shows the breakdown of mean scores by role:



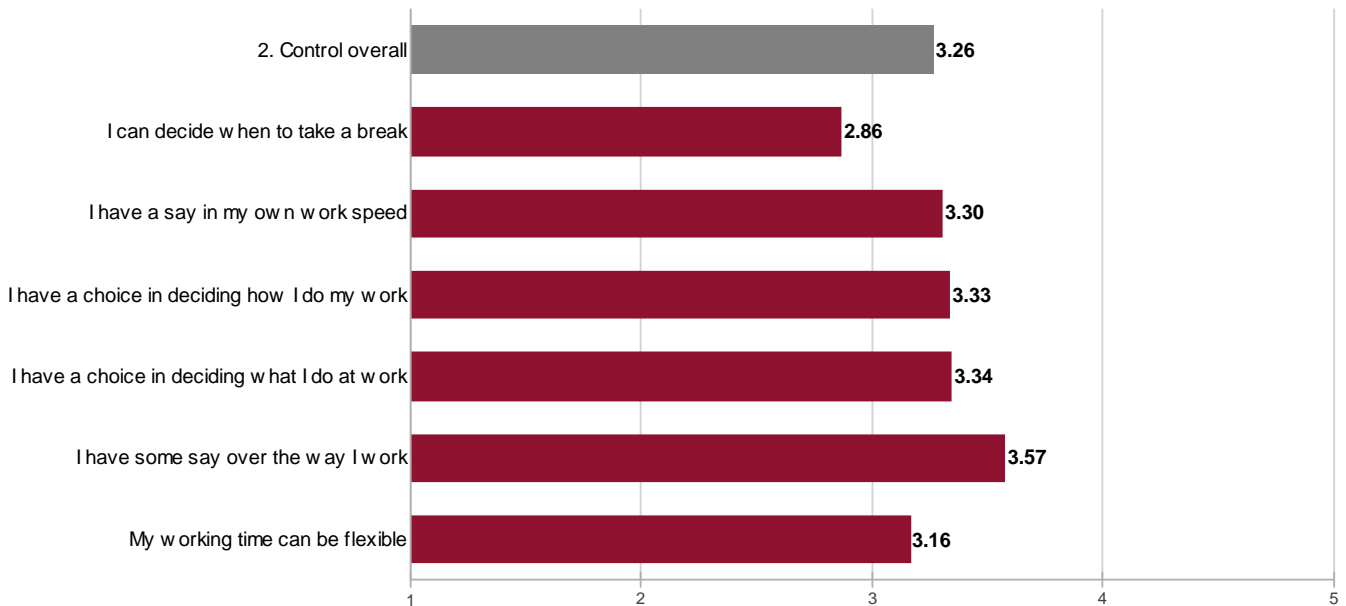
Your performance

The following chart shows your mean score for Demands. HSE is currently developing benchmarking data which will be shown here when it becomes available.



2. Control

The Control factor is made up of a number of statements that explore how much say the person has in the way they do their work. The findings for Example Group (Current year) are presented below.



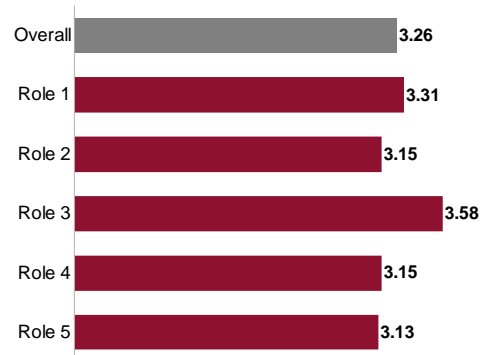
The statements with the highest and lowest mean scores for this factor are shown below.

These highest and lowest scoring statements are identified on a comparative basis. Therefore it is recommended that the scores be interpreted in context. For example, the statement with the highest score may still represent areas of weakness if the score is relatively low e.g. less than two. In contrast, the lowest scoring statement may have a relatively high score e.g. more than four.

↑ I have some say over the way I work (3.57)

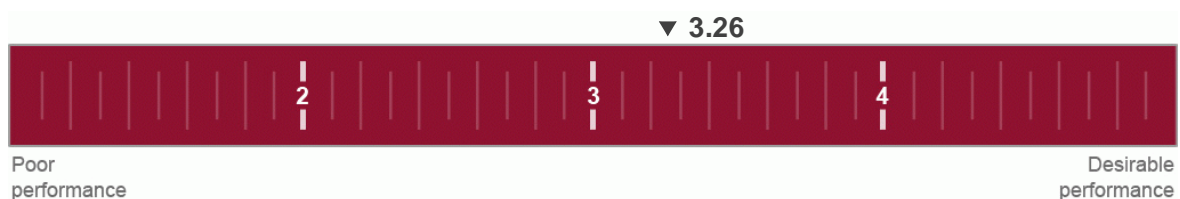
↓ I can decide when to take a break (2.86)

This chart shows the breakdown of mean scores by role:



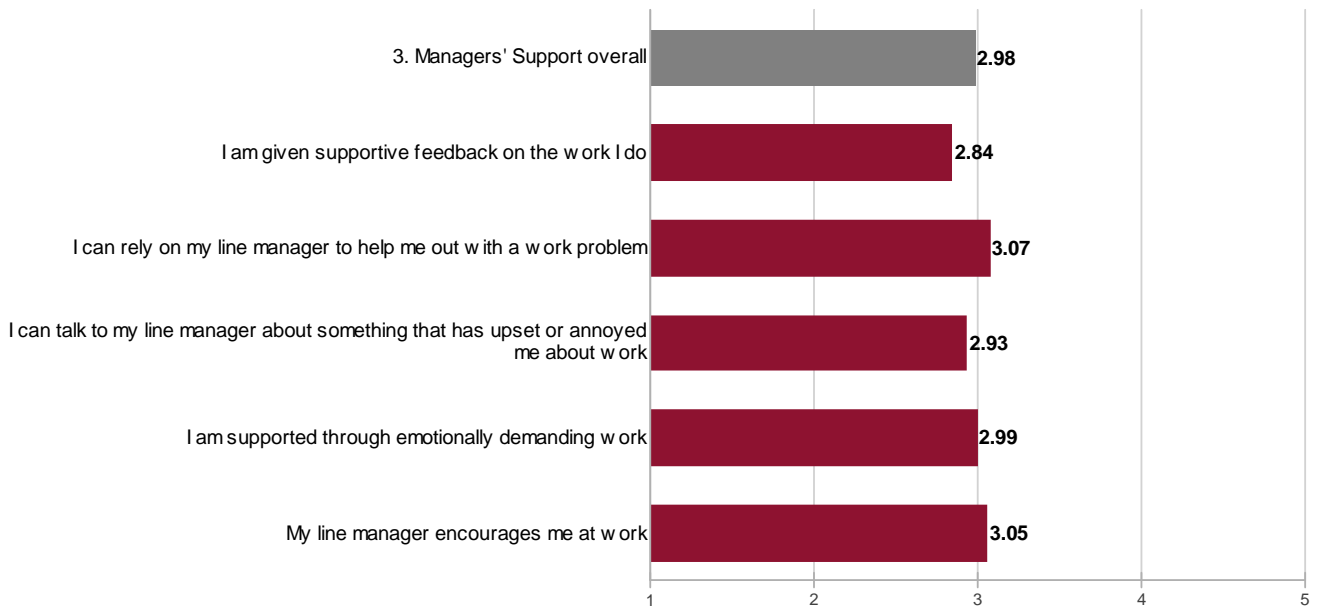
Your performance

The following chart shows your mean score for Control. HSE is currently developing benchmarking data which will be shown here when it becomes available.





3. Managers' Support

The Managers' Support factor is made up of a number of statements that explore the encouragement, sponsorship and resources provided by the organisation and line management. The findings for Example Group (Current year) are presented below.

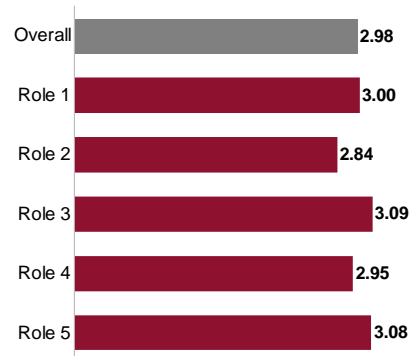


The statements with the highest and lowest mean scores for this factor are shown below.

These highest and lowest scoring statements are identified on a comparative basis. Therefore it is recommended that the scores be interpreted in context. For example, the statement with the highest score may still represent areas of weakness if the score is relatively low e.g. less than two. In contrast, the lowest scoring statement may have a relatively high score e.g. more than four.

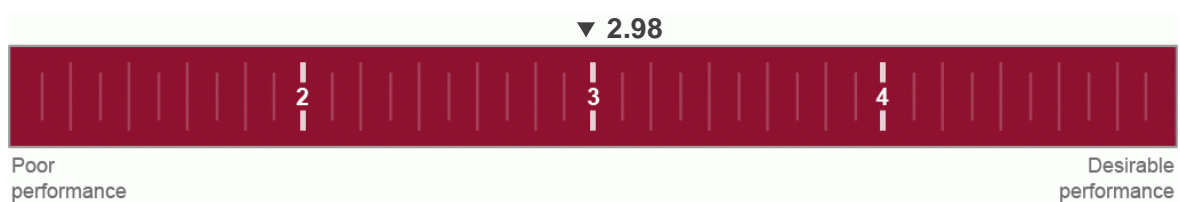
-  I can rely on my line manager to help me out with a work problem (3.07)
-  I am given supportive feedback on the work I do (2.84)

This chart shows the breakdown of mean scores by role:



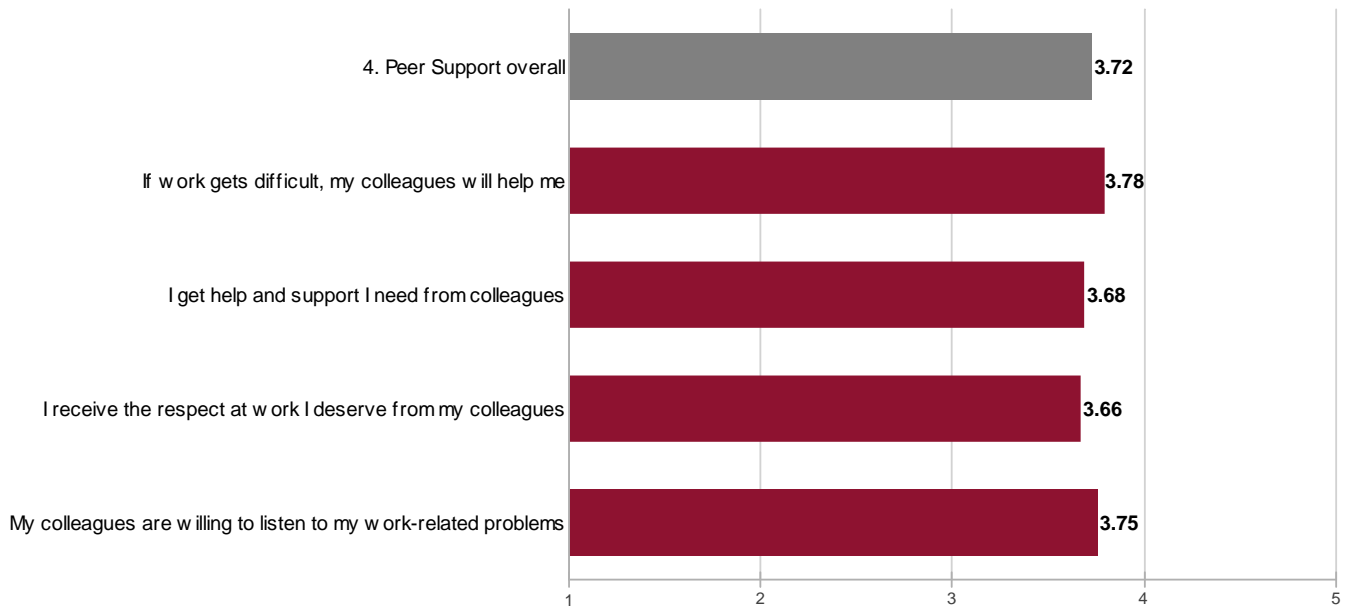
Your performance

The following chart shows your mean score for Managers' Support. HSE is currently developing benchmarking data which will be shown here when it becomes available.




4. Peer Support


The Peer Support factor is made up of a number of statements that explore the encouragement, sponsorship and resources provided by colleagues. The findings for Example Group (Current year) are presented below.



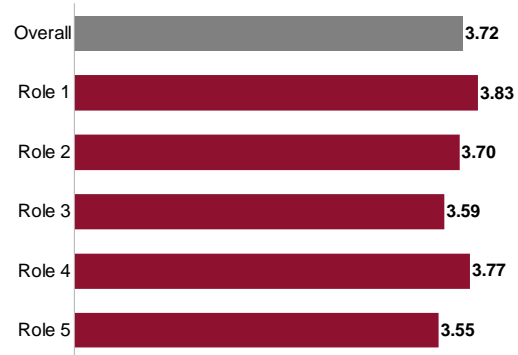
The statements with the highest and lowest mean scores for this factor are shown below.

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 If work gets difficult, my colleagues will help me (3.78)

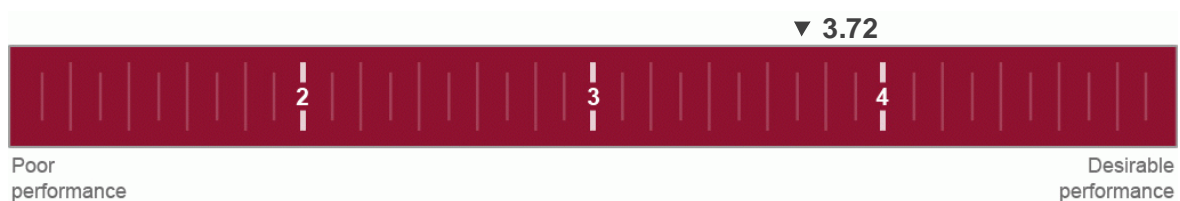
 I receive the respect at work I deserve from my colleagues (3.66)

This chart shows the breakdown of mean scores by role:



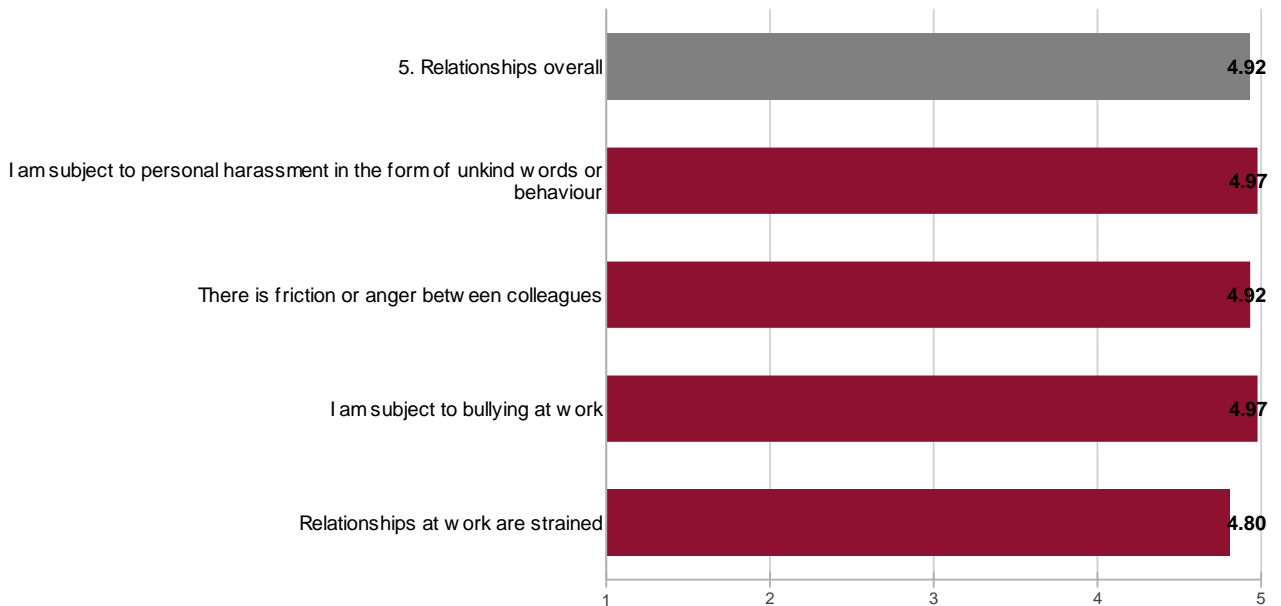
Your performance

The following chart shows your mean score for Peer Support. HSE is currently developing benchmarking data which will be shown here when it becomes available.



5. Relationships

The Relationships factor is made up of a number of statements that explore promoting positive working to avoid conflict and dealing with unacceptable behaviour. The findings for Example Group (Current year) are presented below.



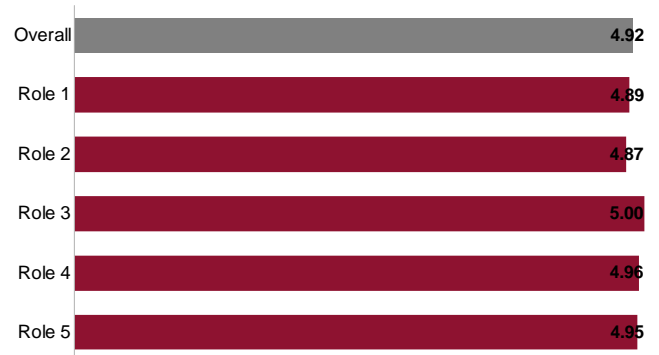
The highest and lowest mean scores for the statements in this factor are not reported here.

This is because any score less than 5 for the statements that make up this factor could indicate a serious issue within your organisation where urgent action is required.

For example, your organisation could report cases of bullying and harassment but still achieve a high overall mean score (greater than 4).

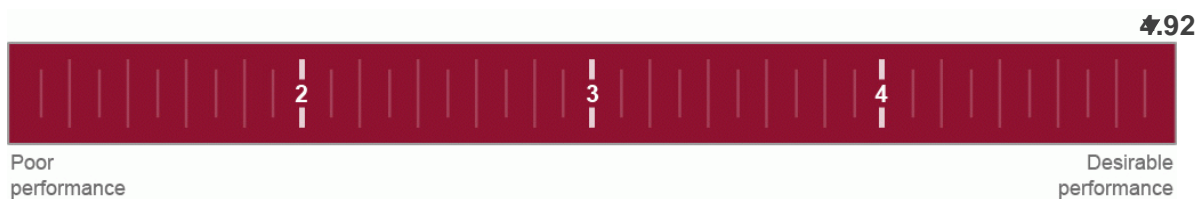
For the avoidance of doubt, please look at this factor in isolation.

This chart shows the breakdown of mean scores by role:



Your performance

The following chart shows your mean score for Relationships. HSE is currently developing benchmarking data which will be shown here when it becomes available.



5. Relationships

Some statements in the survey specifically address harassment and bullying in the workplace.

In this survey:

- At least one respondent has reported that they have experienced bullying in the workplace.
- At least one respondent has reported that they have experienced harassment in the workplace.

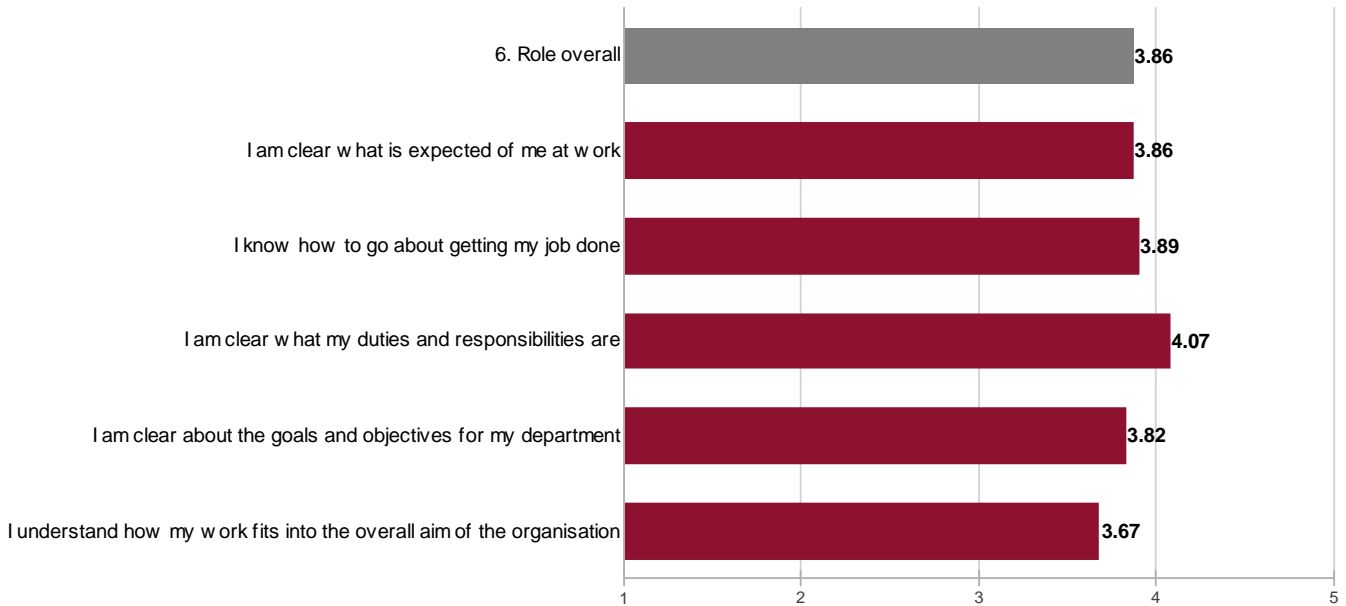
As the survey is anonymous, you won't be able to identify individual cases. You may however be able to identify certain groups e.g. work areas or job types that have higher incidence rates.

As a minimum, HSE recommends you should:

- Send a statement of commitment from senior management emphasising that bullying and harassment will not be tolerated.
- Establish a formal system for reporting and tackling inappropriate behaviour - keep it simple and include staff (and their representatives) when developing it.
- Provide examples of the different types of behaviour that is unacceptable so that everyone is reminded of their responsibility to one another.
- Remind employees what they should do if they believe they are subject to bullying or harassment. Explain the types of support available to them, e.g. company intranet, Employee Assistance Programmes, other helplines or websites, members of staff they can talk to in confidence etc.
- Reassure employees that they will be dealt with fairly and confidentially if they come forward to report an incident of bullying or harassment.


6. Role


The Role factor is made up of a number of statements that explore whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles. The findings for Example Group (Current year) are presented below.



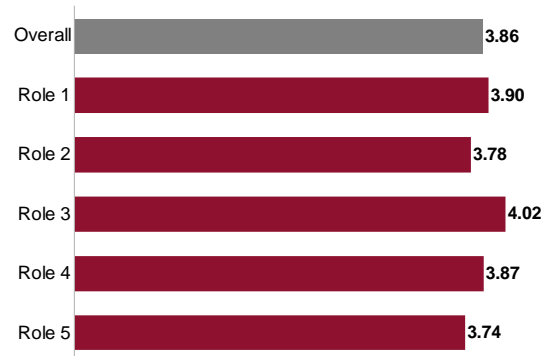
The statements with the highest and lowest mean scores for this factor are shown below.

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 I am clear what my duties and responsibilities are (4.07)

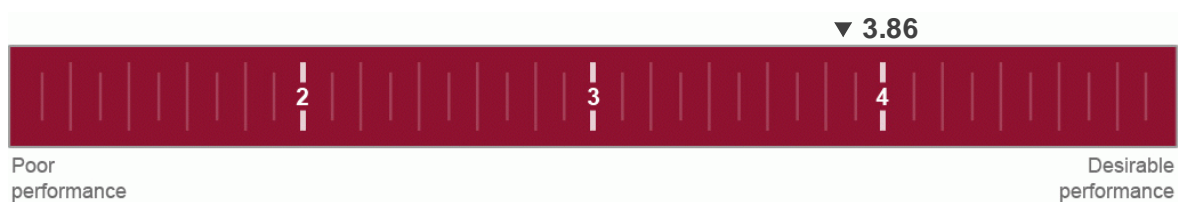
 I understand how my work fits into the overall aim of the organisation (3.67)

This chart shows the breakdown of mean scores by role:



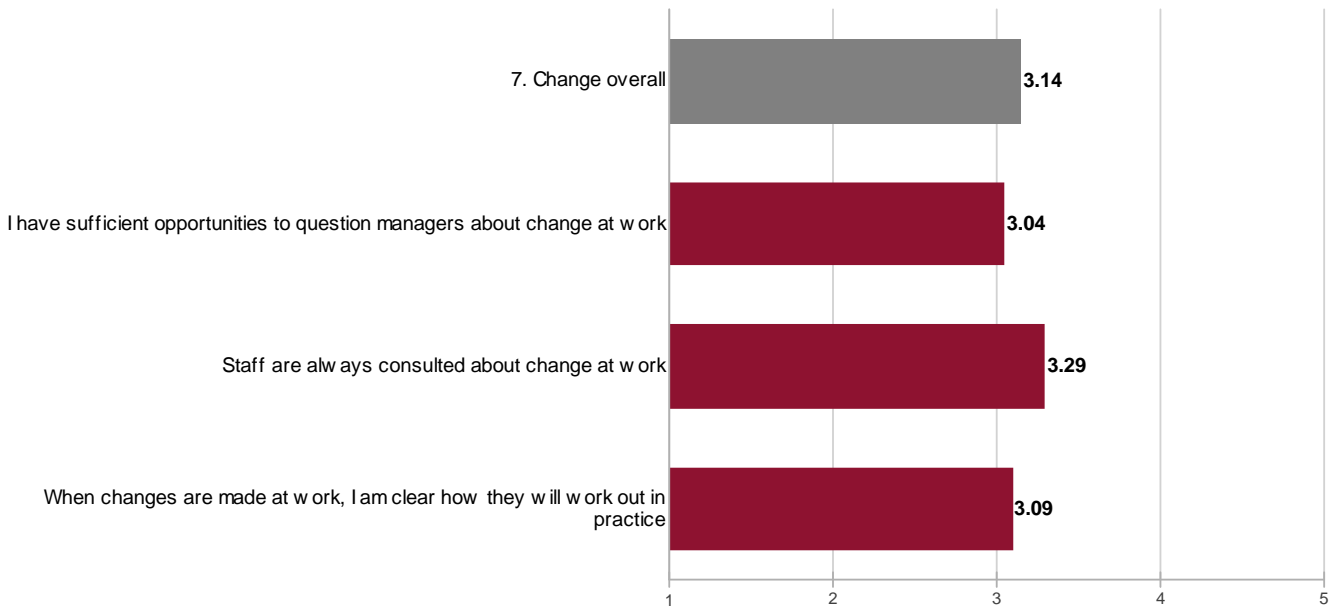
Your performance

The following chart shows your mean score for Role. HSE is currently developing benchmarking data which will be shown here when it becomes available.



7. Change

The Change factor is made up of a number of statements that explore how organisational change (large or small) is managed and communicated in the organisation. The findings for Example Group (Current year) are presented below.

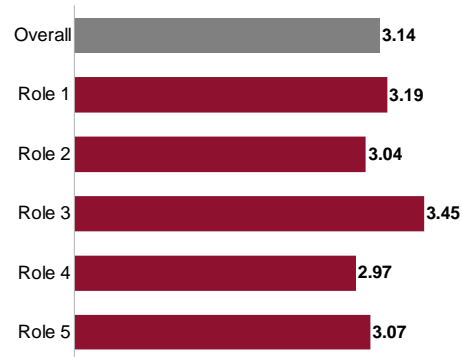


The statements with the highest and lowest mean scores for this factor are shown below.

These highest and lowest scoring statements are identified on a comparative basis. Therefore it is recommended that the scores be interpreted in context. For example, the statement with the highest score may still represent areas of weakness if the score is relatively low e.g. less than two. In contrast, the lowest scoring statement may have a relatively high score e.g. more than four.

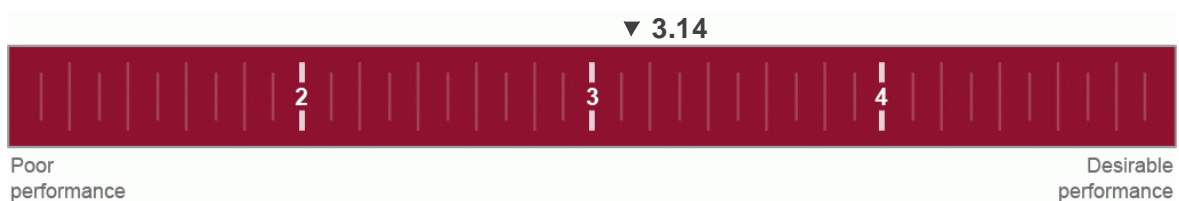
- ↑ Staff are always consulted about change at work (3.29)
- ↓ I have sufficient opportunities to question managers about change at work (3.04)

This chart shows the breakdown of mean scores by role:



Your performance

The following chart shows your mean score for Change. HSE is currently developing benchmarking data which will be shown here when it becomes available.






Next steps

To get the most out of your survey, explore the reasons underlying people's survey responses. We recommend talking to your staff (e.g. focus groups) to investigate the reasons behind their survey responses, and work with them to develop your action plans. See Online Help for more information (it can be accessed from your survey homepage).

Priorities for improvement based on the survey findings

When developing your action plan, start by focusing on the following key areas identified by the survey results:

The statements with the lowest mean scores were:

-  1: Demands - I have to work very fast (2.62)
-  3: Managers' Support - I am given supportive feedback on the work I do (2.84)
-  2: Control - I can decide when to take a break (2.86)

Below are some suggestions relating to your areas for improvement. These are intended as a starting point for discussion only, as not all points will be relevant in your organisation.

Factor	Suggestions
1. Demands	<ul style="list-style-type: none">• Allow regular breaks, especially when the work is complex or emotionally demanding.• Provide realistic deadlines. Provide adequate training and resources for doing the job.• Design jobs that provide stimulation and opportunities for workers to use their skills.• Provide sufficient challenge/pressure to keep staff motivated and interested in their work.• Attend to the physical environment - take steps to reduce unwanted distraction, disturbance, noise levels, vibration, dust etc. where possible.• Assess the risk of physical violence and verbal abuse, and take steps to deal with it.

Factor	Suggestions
2. Control	<ul style="list-style-type: none">• Allow staff some control over the pace of their work.• Allow and encourage staff to participate in decision-making.• Empower people to make decisions about the way they work.• Negotiate shift-work schedules.

Factor	Suggestions
3. Managers' Support	<ul style="list-style-type: none"> • Ensure staff receive sufficient training to undertake the core functions of their job. • Provide constructive, supportive advice at annual appraisal. • Provide flexibility in work schedules, where possible. • Allow phased return to work after long-term sickness absence. • Hold regular liaison/team meetings. • Provide opportunities for career development. • Deal sensitively with staff experiencing problems outside work.

This summary report has been automatically produced by the HSE SIT software and provides an overview of your results. We recommend further exploration of the SIT charts for more detailed understanding.

In order to gain a deeper understanding of the issues underpinning your results, we also recommend conducting independently run focus groups with employees. Please refer to the “Need more support” section of this report for further details about this.

Need more support?

A survey forms only a part of your stress risk assessment and identifying areas for improvement is just the start of your programme to reduce work-related stress and enhance performance and wellbeing.

If you need support taking further steps, specialists in HSE’s Work Psychology Team are available every step of the way to help you get the most from your survey results and guide your progress.

Whether it’s training your managers, helping you to set up a focus group or providing independent advice, we have a team of work psychology experts that are uniquely placed to support your interventions.

If you would like further support on how to design and implement an effective action plan, please email us at productsupport@hsl.gsi.gov.uk