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**Work-related stress**

*TUC Stress MOT*

*European Week for Health and Safety 2002*

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## People survey

**Work area:**

**Q1 Do you feel you are stressed by your work?**

**YES/NO**

Yes: Please proceed to the next question. No: thanks for taking part.

**Q2 Is the level of stress unacceptable/causing you harm? YES/NO**

Yes: please carry on to the next section. No: thanks for taking part.

**Section A: how are you?**

Do you generally suffer from these symptoms (or have you suffered from them a lot recently)?

- Frequent headaches YES/NO
- Depression YES/NO
- Anxiety attacks YES/NO
- Sleeplessness YES/NO
- Indigestion YES/NO
- Continual tiredness YES/NO

If you know these are nothing to do with work or the product solely of events outside work, answer "no" – but only if you are really sure – your work may be affecting you more than you know, and if your work is making these symptoms worse, please answer "yes".

**Section B: what makes you stressed at work?**

Below are some known causes of work-related stress (the Health and Safety Executive calls them "stressors"). Please think about how much stress each one causes you. If a stressor causes you high levels of stress, circle the "5" – if it causes you low or no stress, circle the "1", and if it causes you moderate or occasional stress, circle the "3" (the "2" and the "4" are to give you options between "high", "medium" and "low"). If you don't know or can't answer, don't circle any of them.

This survey only covers stressors at work. It's not meant to include stress caused outside the workplace, although that can add to your work-related stress.

**A. Demands of the job**

- 1 2 3 4 5 A1. Long working hours
- 1 2 3 4 5 A2. Too much work
- 1 2 3 4 5 A3. Too little work
- 1 2 3 4 5 A4. Repetitive or monotonous work
- 1 2 3 4 5 A5. Insufficient time to do your job
- 1 2 3 4 5 A6. Not enough rest breaks

**B. Lack of control**

- 1 2 3 4 5 B1. Lack of control over work
- 1 2 3 4 5 B2. Work monitoring by computer or video
- 1 2 3 4 5 B3. Pace of the work dictated by machines
- 1 2 3 4 5 B4. Deadlines which are regularly too tight
- 1 2 3 4 5 B5. Unremitting pressure to perform well
- 1 2 3 4 5 B6. Over-harsh discipline
- 1 2 3 4 5 B7. Too much supervision
- 1 2 3 4 5 B8. Too little supervision
- 1 2 3 4 5 B9. Too little job/task specific training

**C. Work-life balance**

- 1 2 3 4 5 C1. Inflexible working hours (causing child care/domestic problems)
- 1 2 3 4 5 C2. Unsympathetic management
- 1 2 3 4 5 C3. Unfair pay system
- 1 2 3 4 5 C4. Failure to recognise achievements
- 1 2 3 4 5 C5. Skills not being fully utilised

**D. Relationships at work**

- 1 2 3 4 5 D1. Bullying
- 1 2 3 4 5 D2. Sexual, racial or other harassment
- 1 2 3 4 5 D3. Discrimination or prejudice from colleagues or managers
- 1 2 3 4 5 D4. Risk of violence and abuse from customers or service users
- 1 2 3 4 5 D5. Working alone
- 1 2 3 4 5 D6. Lack of communication between colleagues
- 1 2 3 4 5 D7. Lack of communication between staff and management

**E. Change**

- 1 2 3 4 5 E1. Uncertainty about your future
- 1 2 3 4 5 E2. Lack of job security
- 1 2 3 4 5 E3. Introduction of new management techniques
- 1 2 3 4 5 E4. Restructuring
- 1 2 3 4 5 E5. Lack of consultation over changes



**F. Conflicting roles**

1 2 3 4 5 F1. Unclear job responsibilities

1 2 3 4 5 F2. Conflicting responsibilities

1 2 3 4 5 F3. Confused demands

**G. Working environment**

1 2 3 4 5 G1. Heat or cold in the workplace

1 2 3 4 5 G2. Poor lighting or lack of natural light

1 2 3 4 5 G3. Untidy or unclean working areas

1 2 3 4 5 G4. Overcrowding or cramped work areas

1 2 3 4 5 G5. Excessive noise, fumes or dust

1 2 3 4 5 G6. Poor eating and rest facilities

1 2 3 4 5 G7. Badly designed, unsuitable or uncomfortable equipment

**Please complete this survey and return it by .....  
to:**

All information is anonymous and will be used to help identify workplace stressors so that your union in partnership with management can produce an action plan to reduce workplace stress levels.