HSE Management Standards Stress scale scoring scheme

HSE		
Question		
q01	role	I am clear what is expected of me at work
q02	contr	I can decide when to take a break
q03	demd	Different groups at work demand things from me that are hard to combine
q04	role	I know how to go about getting my job done
q05	reln	I am subject to personal harassment in the form of unkind words or behaviour
q06	demd	I have unachievable deadlines
q07	peer	If work gets difficult, my colleagues will help me
q08	mans	I am given supportive feedback on the work I do
q09	demd	I have to work very intensively
q10	contr	I have a say in my own work speed
q11	role	I am clear what my duties and responsibilities are
q12	demd	I have to neglect some tasks because I have too much work to do
q13	role	I am clear about the goals and objectives for my department
q14	reln	There is friction or anger between colleagues
q15	contr	I have a choice in deciding how I do my work
q16	demd	I am unable to take sufficient breaks
q17	role	I understand how my work fits into the overall aim of the organisation
q18	demd	I am pressured to work long hours
q19	contr	I have a choice in what I do at work
q20	demd	I have to work very fast
q21	reln	I am subject to bullying at work
q22	demd	I have unrealistic time pressures
q23	mans	I can rely on my manager to help me with a work problem
q24	peer	I get help and support I need from my colleagues
q25	contr	I have some say over the way I work
q26	chng	I have sufficient opportunities to question managers about change at work
q27	peer	I receive the respect at work I deserve from my colleagues
q28	chng	Staff are always consulted about change at work
q29	mans	I can talk to my line manager about something that has upset or annoyed me at work
q30	contr	My working time can be flexible
q31	peer	My colleagues are willing to listen to my work-related problems
q32	chng	When changes are made at work, I am clear how they will work out in practice
q33	mans	I am supported through emotionally demanding work
q34	reln	Relationships at work are strained
q35	mans	My line manager encourages me at work

Scoring Sheme

All items should be scored on a 5pt Likert scale

Items 1 to 23			Items 24 to 35		
Never	=	1	Strongly Disagree	=	1
Seldom	=	2	Disagree	=	2
Sometimes	=	3	Neutral	=	3
Often	=	4	Agree	=	4
Always	=	5	Strongly Agree	=	5

Factor scores are calculated by taking the average of the question scores contributing to that factor with any negatively phrased items first being reverse scored.

Negative phrased questions (red text) should be reversed before calculating factor scores, e.g. q03, q05, q06 NB reverse score = (6 - original question score)

NB Cases with missing data should be deleted or missing data should be mean substituted.

Key red

Negatively phrased question (score should be reversed before calculating factor scores)

Factors

1	role	Role
2	peer	Peer support
3	reln	Relationships
4	mans	Managerial Suppo
5	demd	Demands
6	cont	Control
7	chng	Change

Whether people understand their role within the organisation and whether the organisation ensures that the person doe Includes the encouragement, sponsorship and resources provided by colleagues
Includes promoting positive working to avoid conflict and dealing with unacceptable behaviour
Includes the encouragement, sponsorship and resources provided by the organisation, line management
How far respondents agree they can cope with demands made of them regarding workload, work patterns, and the work
How much say the person has in the way they do their day-to-day job
How organisational change (large or small) is managed and communicated in the organisation

Questions © Health and Safety Executive: www.hse.gov.uk

Format ${\ensuremath{\mathbb C}}$ University of Portsmouth, QoWL Research Group, 2021: www.qowl.co.uk