

Workplace Stress Survey report

Sample Organisation

21 June 2022

Filter: Current year



Executive summary

This summary report contains results for the Workplace Stress Survey carried out by Sample Organisation.

This survey investigated perceptions of work across Sample Organisation. 500 people were invited to complete the survey and responses were obtained from 2636 (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 aspects of work that are known to be associated with 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.

The survey also included a measure of mental health; the PHQ-4 is a very brief mental health screening tool that will help your organisation to understand current levels of mental health and/or distress in the workforce.

This report summarises the responses provided by your employees. This will enable Sample Organisation to focus on the priority areas and make targeted improvements.

How Your Results are Presented

The scoring system used in the SIT survey was based on a 5-point scale. The scoring system is complex as some scales and items are reverse-scored in the tool for psychometric reasons. To support your meaningful interpretation, results have been collated into three categories: favourable, neutral and unfavourable responses, shown as percentages of respondents. The neutral category contains responses that scored 3, where response options were either 'sometimes' or 'neutral'. The favourable and unfavourable categories combine the two responses at either side of the scale. For example, for the item 'I can decide when to take a break', the responses 'Often' and 'Always' are combined to produce the percentage of respondents providing a favourable response, whilst the responses 'Never' and 'Seldom' are combined to produce the percentage of respondents providing an unfavourable response. However, for the Relationships scores, these are presented as response categories rather than favourable/unfavourable. This is because if respondents answer 'sometimes' to questions in this domain, it could indicate the presence of bullying or harassment, and any report of such behaviours should be considered serious by the organisation.

On the first chart below, summarising your overall organisational performance, all scores are presented so that a high score indicates healthy work characteristics, and a low score indicates less healthy work characteristics. Therefore, a low score may indicate that improvement is needed to protect the health and wellbeing of your workforce.

It is helpful to review your organisational score for each domain against benchmarks from a comparative sample of 59, 636 respondents from 110 UK public sector organisations. However, it is important to note that the Management Standards are designed as standards against which organisations should aim to achieve a score of five for every domain. Thus, performance against benchmarks should be viewed with caution, and any domain for which performance is less than five indicates a potential area for improvement.

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.

For more information about the benchmark data, please see: Edwards, J.A., & Webster, S. (2012) Psychosocial risk assessment: Measurement invariance of the UK Health and Safety Executive's Management Standards Indicator Tool across public and private sector organizations. *Work & Stress*. 26 (2): 130-142.

Main findings

The following chart shows Sample Organisation's mean scores for each of the six domains covered by the Management Standards, against the benchmarks for the public sector. The red line indicates the 25th percentile score and the green line indicates the 75th percentile score for the comparative sample. This means that in comparison to the benchmarks, organisations scoring below the red line scored less well than 75% of organisations; Organisations scoring between the red and green line scored within the middle 50% of organisations. Scores above the green line are better than 75% of organisations.

Demands - this includes issues such as workload, work patterns and the work environment. Organisations performing well in this area are likely to have achievable deadlines, adequate demands in relation to hours of work and systems in place to respond to individual concerns.

Control - this refers to how much say the person has in the way they do their work. Organisations performing well in this area are likely to encourage autonomy and initiative, with clear systems for employees to influence their own work and work patterns.

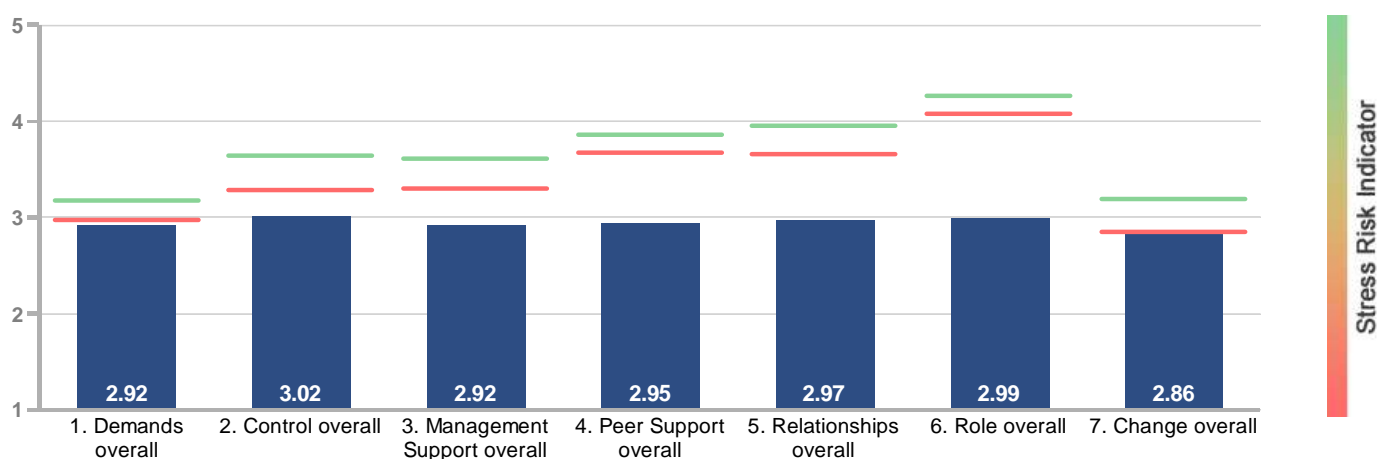
Support - this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues, and can be separated into two subdomain scores for 'Management Support' and 'Peer Support'. Organisations performing well in this area are likely to have clear systems which enable and encourage managers to support their staff and provide regular and constructive feedback. They are also likely to have helpful and compassionate teams, with systems which facilitate respect and peer support.

Relationships - this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour. Organisations performing well in this area are likely to promote positive working and effectively deal with conflict and unacceptable behaviour.

Role - whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles. Organisations performing well in this area are likely to promote clear duties, goals and responsibilities and have systems in place to address role conflict.

Change - how organisational change (large or small) is managed and communicated in the organisation. Organisations performing well in this area are likely to have effective change management systems which ensure change is appropriately consulted, thoughtfully implemented and well-communicated.

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).



The Demands domain refers to aspects of work such as workload, work patterns and the work environment. Organisations performing well in this area are likely to have achievable deadlines, adequate demands in relation to hours of work and systems in place to respond to individual concerns. Your score for Demands is below the 25th percentile, suggesting that your employees' perceptions of their workload, work patterns and work environment are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration. Further exploration of items within this domain would reveal areas of particularly high or low risk.

The Control domain refers to the extent to which employees feel they have discretion over the ways in which they do their work. Organisations performing well in this area are likely to encourage autonomy and initiative, with clear systems for employees to influence their own work and work patterns. Your score for Control is below the 25th percentile, suggesting that your employees' perceptions of their work discretion and autonomy are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.

The Management Support domain refers to the extent to which employees feel they are appropriately supported by their management. Organisations performing well in this area are likely to have clear systems which enable and encourage managers to support their staff and provide regular and constructive feedback. Your score for Management Support is below the 25th percentile, suggesting that your employees' perceptions of their support and feedback are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.

The Peer Support domain refers to the extent to which employees feel they are appropriately supported by their colleagues. Organisations performing well in this area are likely to have helpful and compassionate teams, with systems which facilitate respect and peer support. Your score for Peer Support is below the 25th percentile, suggesting that your employees' perceptions of peer respect, help and support is more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.

The Relationships domain refers to the extent to which employees feel they are exposed to negative personal interaction in their workplace. Organisations performing well in this area are likely to promote positive working and effectively deal with conflict and unacceptable behaviour. Your score for this domain is below the 25th percentile, suggesting that your employees' perceptions of their workplace relationships are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.

The Role domain refers to the extent to which employees understand their role within the organisation and the extent to which the organisation ensures that employees do not have conflicting roles. Organisations performing well in this area are likely to promote clear duties, goals and responsibilities and have systems in place to address role conflict. Your score for this domain is below the 25th percentile, suggesting that your employees' perceptions of their role clarity and conflict are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.

The Change domain refers to organisational change management practices. Organisations performing well in this area are likely to have effective change management systems which ensure change is appropriately consulted, thoughtfully implemented and well-communicated. Your score for Change is between the 25th and 75th percentile, suggesting that your employees' perceptions of change management are aligned with the middle 50% of organisations in the comparative sample. Whilst your overall score is aligned with the majority of other organisations, there is room for improvement against the Management Standards. It is possible that there may be pockets of high risk in this area. Further exploration of items within this domain would reveal areas of particularly high or low risk.

Bullying and Harassment

The Relationships domain includes statements specifically addressing harassment or bullying in the workplace, for example:

There is friction or anger between colleagues
I am subject to bullying at work

These questions are negatively phrased so that a score of 5 ("Always/Strongly Agree") would be very concerning, but any score of more than 1 ("Never/Strong disagree") on this domain could indicate a serious issue within your organisation where urgent action is required. For example, an organisation could report a mean score of 2 or less on this domain (indicating that the majority of responses were "seldom" or "never") but still have a significant issue with bullying and harassment somewhere within the organisation. We advise you to look at the responses to these statements independently (see section 7) for the domain overview and question breakdown.

In this survey:

- 2098 respondents (80.7%) reported that they have experienced bullying in the workplace.
- 2148 respondents (82.5%) reported that they have experienced harassment in the workplace.

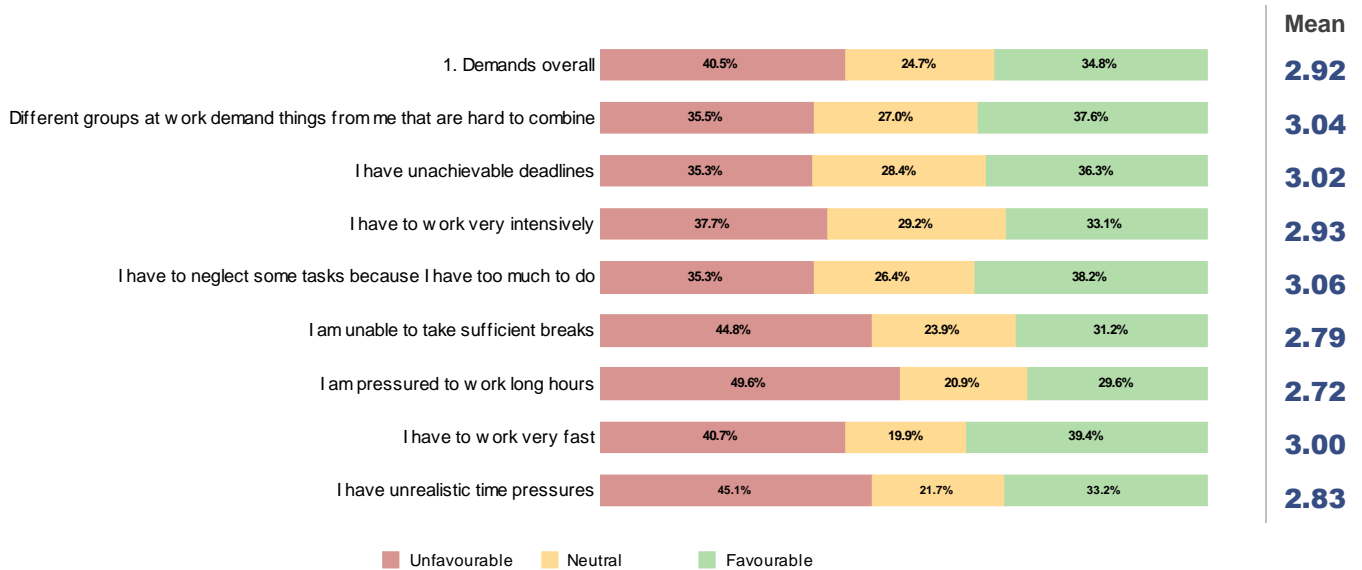
You should:

- 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.

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 Sample Organisation (Current year) are presented below.



Your most favourable and unfavourable aspects of Demands are shown below. These 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. In contrast, the lowest scoring statements may have relatively high scores.

I have to work very fast (39.4% favourable)

I am pressured to work long hours (49.6% unfavourable)

Your performance in context

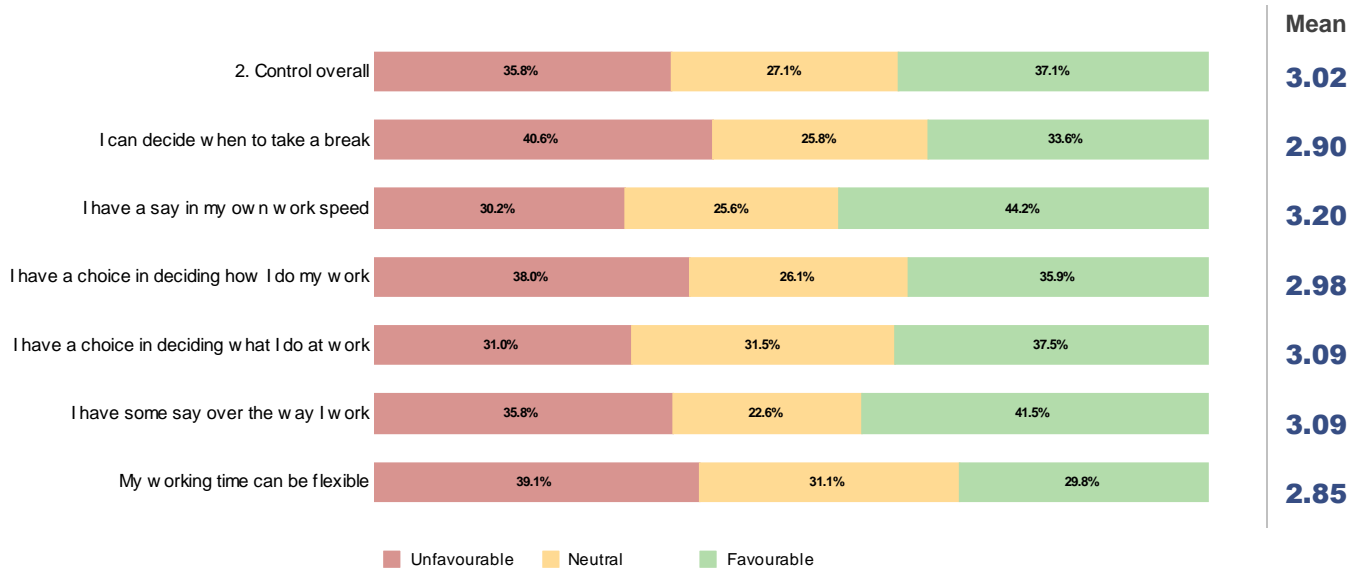
The following chart shows your mean score for Demands against the HSE benchmarks for the public sector. The red line indicates the 25th percentile score and the green line indicates the 75th percentile score for the comparative sample.




The Demands domain refers to aspects of work such as workload, work patterns and the work environment. Organisations performing well in this area are likely to have achievable deadlines, adequate demands in relation to hours of work and systems in place to respond to individual concerns. Your score for Demands is below the 25th percentile, suggesting that your employees' perceptions of their workload, work patterns and work environment are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration. Further exploration of items within this domain would reveal areas of particularly high or low risk.


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 Sample Organisation (Current year) are presented below.



Your most favourable and unfavourable aspects of Control are shown below. These 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. In contrast, the lowest scoring statements may have relatively high scores.

 I have a say in my own work speed (44.2% favourable)

 I can decide when to take a break (40.6% unfavourable)

Your performance in context

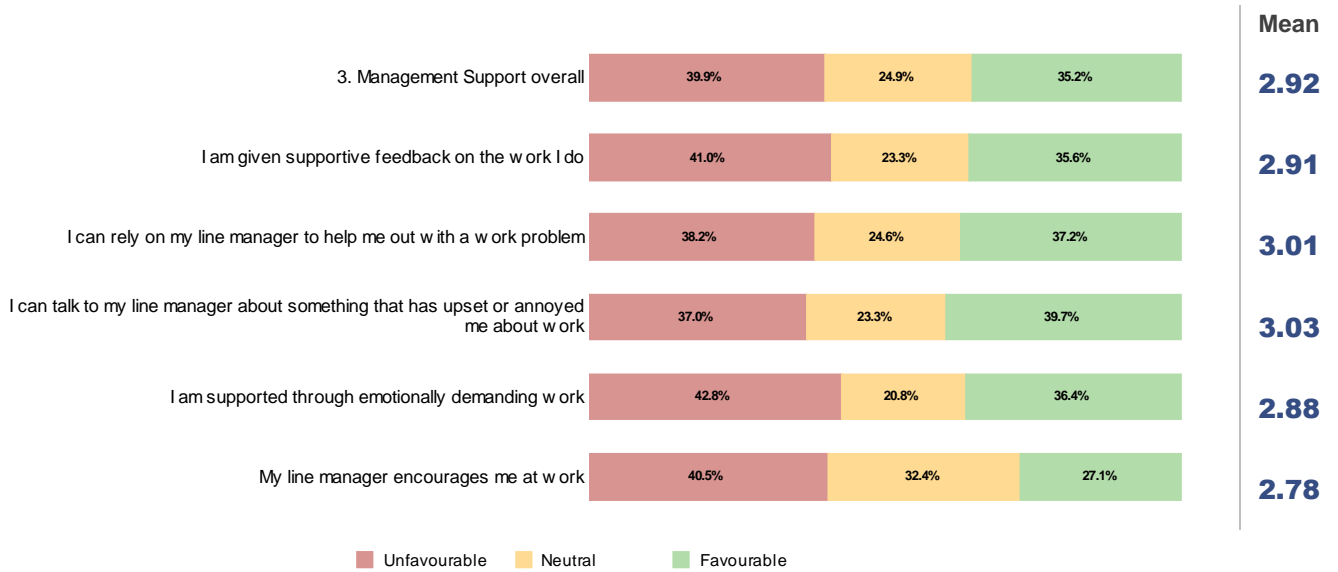
The following chart shows your mean score for Control against the HSE benchmarks for the public sector. The red line indicates the 25th percentile score and the green line indicates the 75th percentile score for the comparative sample.




The Control domain refers to the extent to which employees feel they have discretion over the ways in which they do their work. Organisations performing well in this area are likely to encourage autonomy and initiative, with clear systems for employees to influence their own work and work patterns. Your score for Control is below the 25th percentile, suggesting that your employees' perceptions of their work discretion and autonomy are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.

3. Management support


The Management 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 Sample Organisation (Current year) are presented below.



Your most favourable and unfavourable aspects of Management Support are shown below. These 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. In contrast, the lowest scoring statements may have relatively high scores.



I can talk to my line manager about something that has upset or annoyed me about work (39.7% favourable)



I am supported through emotionally demanding work (42.8% unfavourable)

Your performance in context

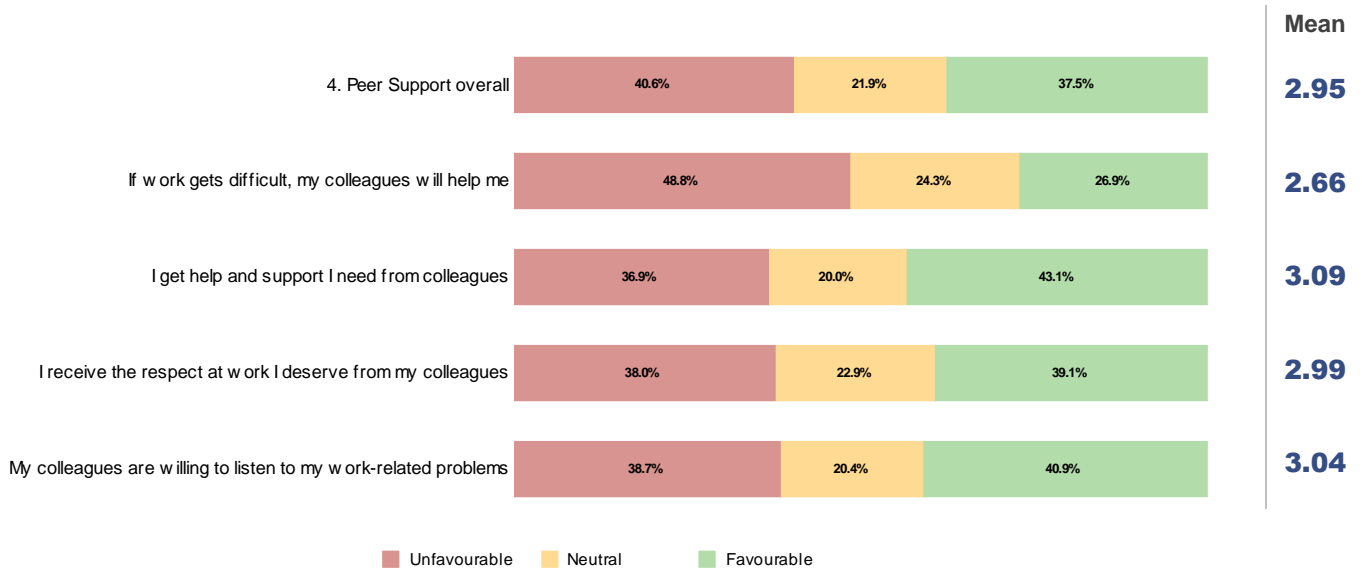
The following chart shows your mean score for Management Support against the HSE benchmarks for the public sector. The red line indicates the 25th percentile score and the green line indicates the 75th percentile score for the comparative sample.




The Management Support domain refers to the extent to which employees feel they are appropriately supported by their management. Organisations performing well in this area are likely to have clear systems which enable and encourage managers to support their staff and provide regular and constructive feedback. Your score for Management Support is below the 25th percentile, suggesting that your employees' perceptions of their support and feedback are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.


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 Sample Organisation (Current year) are presented below.



Your most favourable and unfavourable aspects of Peer Support are shown below. These 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. In contrast, the lowest scoring statements may have relatively high scores.

 I get help and support I need from colleagues (43.1% favourable)

 If work gets difficult, my colleagues will help me (48.8% unfavourable)

Your performance in context

The following chart shows your mean score for Peer Support against the HSE benchmarks for the public sector. The red line indicates the 25th percentile score and the green line indicates the 75th percentile score for the comparative sample.



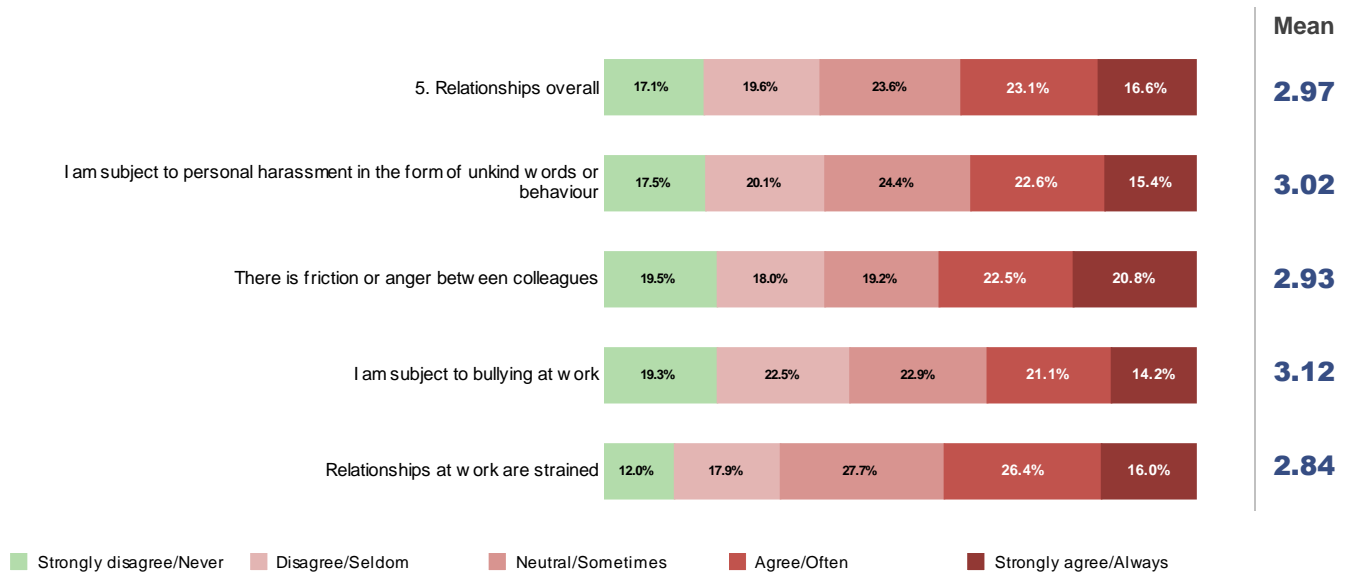
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5. Relationships

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 Sample Organisation (Current year) are presented below.

As you will see from the items below, a respondent who selects “Often/Agree” or “Always/Strongly agree” to these items would be reporting a potentially serious issue within your organisation.

The coding approach adopted above (Favourable / Neutral / Unfavourable) is adjusted here, to reflect the HSE’s view that any experience of bullying and harassment in the workplace is unacceptable and should be addressed by the organisation. Below, the proportion of responses for each response category are detailed, to provide greater granularity of your results.



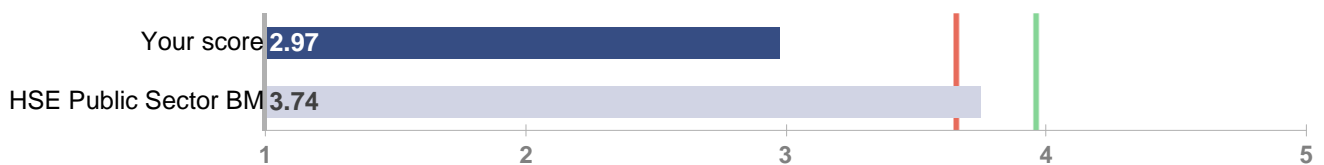
Your most favourable and unfavourable scoring items are shown below. These statements are identified on a comparative basis, so it is particularly important here that the scores are interpreted in context. For example, the statements with the highest mean score may still represent areas of concern. In contrast, the lowest scoring statements may have relatively high scores.

Lowest risk – I am subject to bullying at work (3.12)

Highest risk – Relationships at work are strained (2.84)

Your performance in context

The following chart shows your mean score for Relationships against the HSE benchmarks for the public sector. The red line indicates the 25th percentile score and the green line indicates the 75th percentile score for the comparative sample.



The Relationships domain refers to the extent to which employees feel they are exposed to negative personal interaction in their workplace. Organisations performing well in this area are likely to promote positive working and effectively deal with conflict and unacceptable behaviour. Your score for this domain is below the 25th percentile, suggesting that your employees' perceptions of their workplace relationships are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.

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

In this survey:

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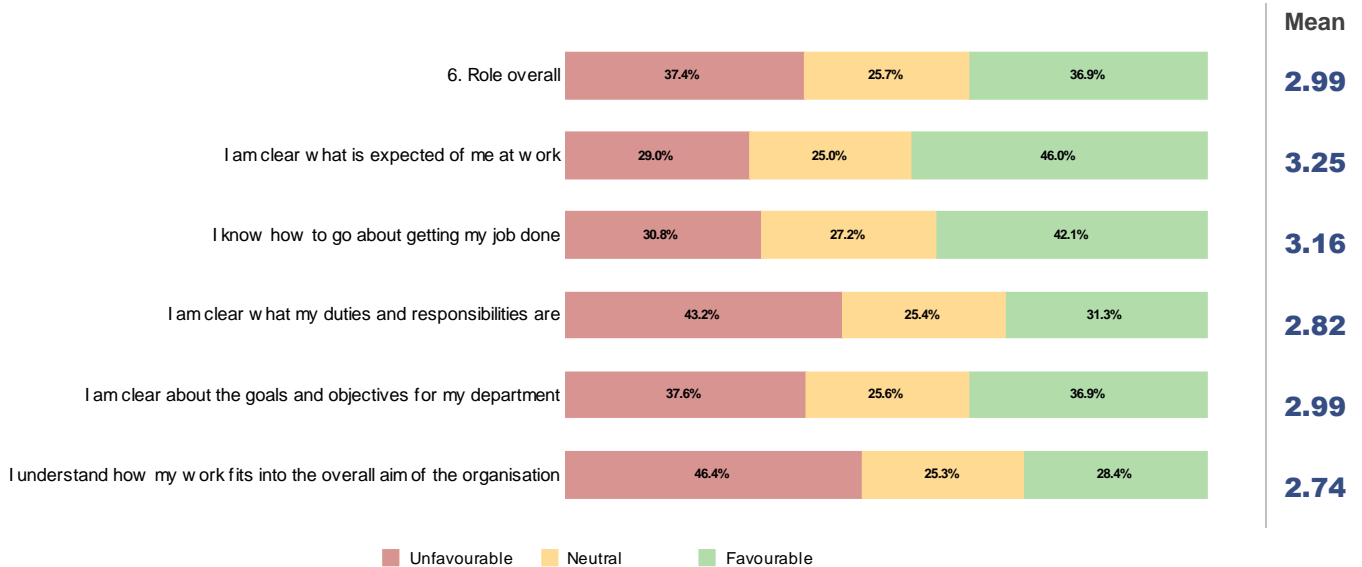
It is important you take steps to tackle such behaviour, you could:

- 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.


As the survey is anonymous, you may not be able to identify affected individuals, but you may be able to identify affected groups e.g. work areas or job types that have higher incidence rates by using the filtered report or from pre-existing data relating to disciplinary action, staff reporting, team meeting feedback, etc.


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 Sample Organisation (Current year) are presented below.



Your most favourable and unfavourable aspects of Role are shown below. These 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. In contrast, the lowest scoring statements may have relatively high scores.

 I am clear what is expected of me at work (46.0% favourable)

 I understand how my work fits into the overall aim of the organisation (46.4% unfavourable)

Your performance in context

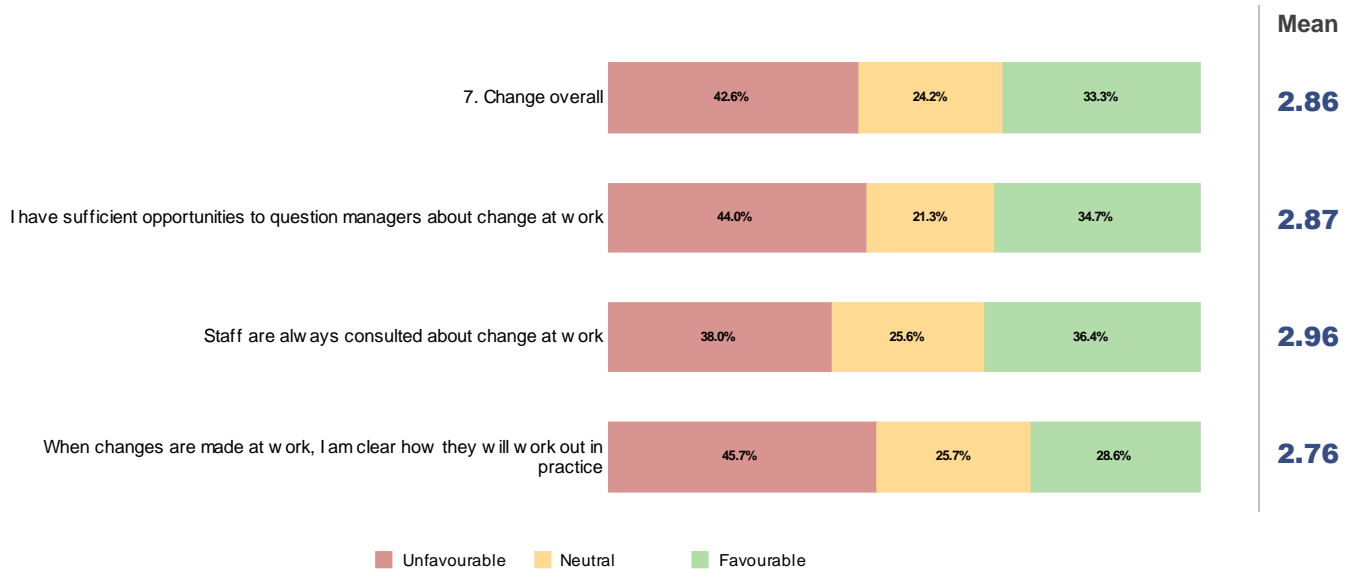
The following chart shows your mean score for Role against the HSE benchmarks for the public sector. The red line indicates the 25th percentile score and the green line indicates the 75th percentile score for the comparative sample.



The Role domain refers to the extent to which employees understand their role within the organisation and the extent to which the organisation ensures that employees do not have conflicting roles. Organisations performing well in this area are likely to promote clear duties, goals and responsibilities and have systems in place to address role conflict. Your score for this domain is below the 25th percentile, suggesting that your employees' perceptions of their role clarity and conflict are more negative than 75% of organisations in the comparative sample. This indicates a high level of risk to employee health and wellbeing and we recommend that this is a priority area for further consideration.

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 Sample Organisation (Current year) are presented below.



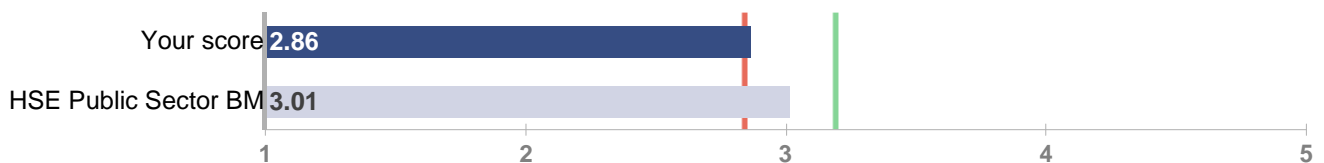
Your most favourable and unfavourable aspects of Change are shown below. These statements are identified on a comparative basis. Therefore, it is recommended that the scores be interpreted in context. For example, the statements with the highest scores may still represent areas of weakness if those scores are relatively low. In contrast, the lowest scoring statements may have relatively high scores.

Staff are always consulted about change at work (36.4% favourable)

When changes are made at work, I am clear how they will work out in practice (45.7% unfavourable)

Your performance in context

The following chart shows your mean score for Change against the HSE benchmarks for the public sector. The red line indicates the 25th percentile score and the green line indicates the 75th percentile score for the comparative sample.



The Change domain refers to organisational change management practices. Organisations performing well in this area are likely to have effective change management systems which ensure change is appropriately consulted, thoughtfully implemented and well-communicated. Your score for Change is between the 25th and 75th percentile, suggesting that your employees' perceptions of change management are aligned with the middle 50% of organisations in the comparative sample. Whilst your overall score is aligned with the majority of other organisations, there is room for improvement against the Management Standards. It is possible that there may be pockets of high risk in this area. Further exploration of items within this domain would reveal areas of particularly high or low risk.




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:

-  4: Peer Support - If work gets difficult, my colleagues will help me (2.66)
-  1: Demands - I am pressured to work long hours (2.72)
-  6: Role - I understand how my work fits into the overall aim of the organisation (2.74)

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
4. Peer Support	<ul style="list-style-type: none">■ Encourage regular team meetings where staff can discuss any issues they may have.■ Implement a formal buddying / mentoring scheme that encourages "within team" support.■ Consider organising occasional team building events.

Factor	Suggestions
6. Role	<ul style="list-style-type: none">■ Provide a clear job description.■ Define work structures clearly, so that all team members know who is doing what, and why.■ Give all new members of staff a thorough induction to your organisation.■ Define work objectives (e.g. through a personal work plan).■ Avoid competing demands, such as situations where it is difficult to meet the needs of the business and the customer.

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 contact hseorders@tso.co.uk

<https://solutions.hse.gov.uk>

Health Outcomes report: Meaning and Interpretation

As part of the survey, 'Health Outcome' measures were included. This was in the form of a brief standardised mental health screening tool called the Patient Health Questionnaire -4 (PHQ-4). The tool consists of four items rated on a 4-point likert scale; two items measure anxiety and two items measure depression.

Participants were asked to respond to the following questions:

Over the last two weeks, how often have you been bothered by the following problems?:

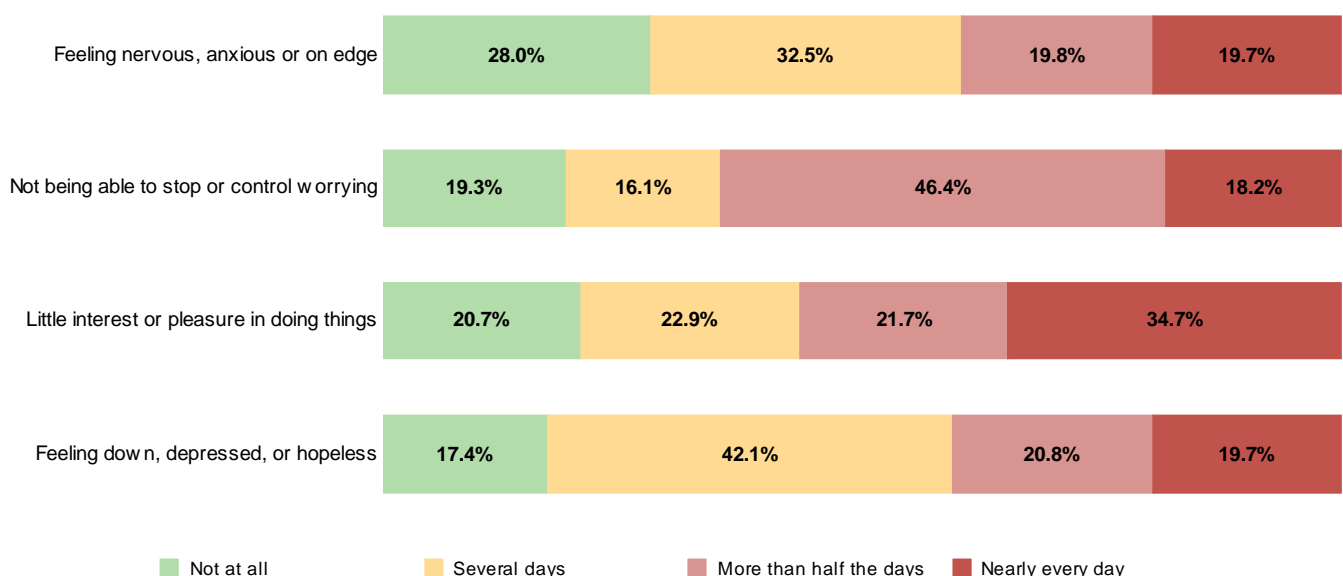
- Feeling nervous, anxious or on edge
- Not being able to stop or control worrying
- Feeling down, depressed or hopeless
- Little interest or pleasure in doing things

Their responses are based on the frequency with which they have experienced these symptoms, to produce a score which categorises their current levels of anxiety and/or depression as normal, mild, moderate, or severe. Together, the responses to the four items provide a very brief overall measure of mental health, for example, symptom burden and functional impairment. However, to understand the current level of distress within your organisation, you should look at the depression scores and the anxiety scores separately. Anything mild or above on either the depression scale or the anxiety scale could indicate the presence or beginnings of a mental health condition. The PHQ-4 is not clinically diagnostic but is a useful measure to help your organisation understand where there are people experiencing distress currently, the level of that distress, and where further exploration and intervention may be needed most urgently.

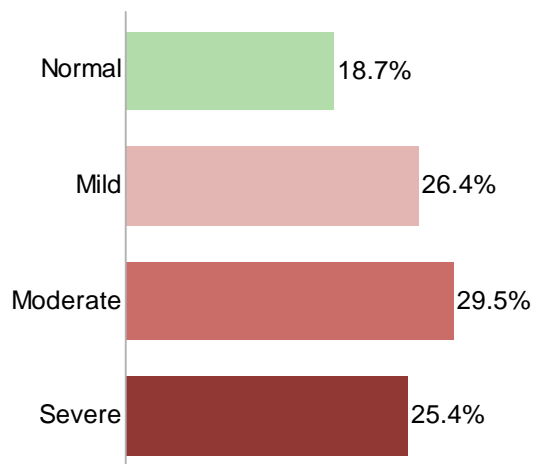
For further information about the PHQ-4, please see:

Kroenke, K., Spitzer, R. L., Williams, J. B. W. & Löwe, B. (2009) An ultra-brief screening scale for anxiety and depression: the PHQ-4. *Psychosomatics*. 50 (6): 613-21.

Löwe, B., Wahl, I., Rose, M., et al. (2010) A 4-item measure of depression and anxiety: validation and standardization of the Patient Health Questionnaire-4 (PHQ-4) in the general population. *Journal of Affective Disorders*. 122 (1-2): 86-95.



Current organisational levels of anxiety and/or depression (for Current year)



Understanding How to Prioritise Interventions

The measure of mental health is important in its own right because it helps your organisation to understand current levels of mental health and/or distress in the workforce. However, this does not tell you where these difficulties could be related to specific risk factors in the workplace. To understand this, it is helpful to explore the predictive relationships between workplace stressors and mental health outcomes. This would enable more targeted prioritisation of intervention and resource allocation for those areas where stress risk currently corresponds with the experience of stress. This can be achieved via correlational analysis using the raw data from this survey. Support with this work can be provided by teams at the HSE and University of Hull on a consultancy basis.

To discuss, please contact hseorders@tso.co.uk

Net Promoter Score: Meaning and Interpretation

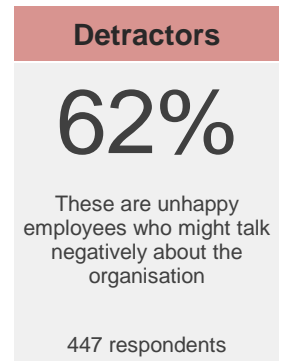
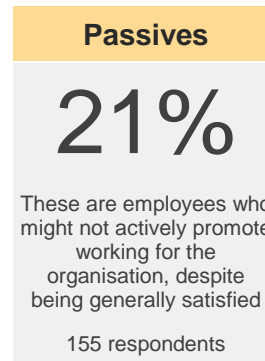
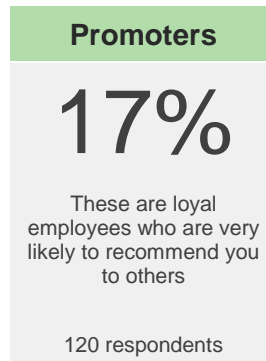
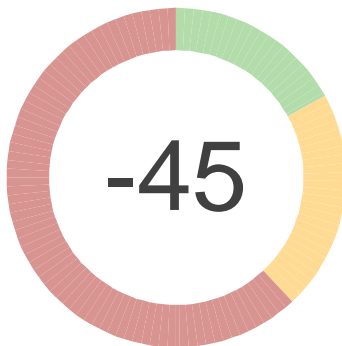
NPS® or Net Promoter Score® is an advocacy measure, based on an 11 point scale. In this case, respondents were asked how likely they were to recommend working at Sample Organisation to a friend. They were then classified as either a Promoter, Passive, or Detractor, based on their response.

NPS is calculated by subtracting the % of Detractors from the % of Promoters, giving us a score of between -100 and 100.

Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc, Fred Reichheld and Satmetrix Systems, Inc.

The data below show that your NPS in was **-45**. Average scores can vary greatly by industry, but any score below zero needs improvement, as it means that there are more Detractors than Promoters.

This score was based on 722 responses and calculated as 17% Promoters - 62% Detractors.



The **Stress Indicator Tool** provides suggestions for next steps and recommendations on how to address them – but we're here to provide a little extra help if you need it.

Incorporating the Stress Indicator Tool into your organisation

Mitigating the risk of Work-related Stress (WRS) on employees may mean understanding the culture your organisation cultivates and how preventative measures against the risk of stress (preventing the onset of WRS) are more effective than interventions (which are measures taken to alleviate the damage of WRS rather than stop it happening in the first place). Culture change happens slowly and changing the attitudes and behaviours that influence your culture takes effort, commitment, resource and, most importantly, time. We can help you to look at the wider process and break down what you are trying to do into more manageable steps:



We can also help you to present the moral, legal and financial reasons for change to senior leaders in your organisation to enable change to be communicated effectively from the top-down. The health of employees is everyone's responsibility.

For more information, or a 45 minute conversation with one of our experts, email: Robert.Fletcher@hse.gov.uk