

## Elliott Nash Limited Stress Indicator Questionnaire (SHE 31)

This questionnaire provides you with an opportunity to describe your feelings and thoughts about your work and how you cope with the demands it places on you.

The questionnaire is completely anonymous; please give no indication of any personal details when completing it.

There are a series of questions in each of three categories relating to stress: what its sources are in the workplace, how to identify them and how individuals cope with stress. In each case, you will be asked to indicate your feelings, thoughts, or beliefs.

There are no 'right' or 'wrong' answers and no 'good' or 'bad' choices. Answer openly and honestly by indicating how you actually feel and not how you believe you should feel. There is no time limit, but answer as quickly as you can and make sure that you consider and respond to each question.

The answers range from 1 to 5:

1 = never, 2 = almost never, 3 = sometimes, 4 = fairly often, 5 = very often

Please place the number corresponding to your choice in the box provided. Use the number that best indicates your feelings.

Once completed return this questionnaire to Company Director who will handle it with the strictest of confidence.

Job stressors		
For each question choose from the following alternatives and insert the appropriate number in the right hand column:		
<b>1 = never, 2 = almost never, 3 = sometimes, 4 = fairly often, 5 = very often</b>		
1.	Do you have too much work to do?	
2.	Do you feel that you have a lot of responsibility for the work of others?	
3.	Do you feel you work very hard - either physically or mentally?	
4.	Are you under pressure to keep up with new ways of doing things?	
5.	Do you have to decide things where mistakes could be quite costly?	
6.	Do you work too many hours?	
7.	Do you have too little help or equipment to get the job done well?	
8.	Do you receive training when asked to use new equipment or perform a new task?	
9.	Do you feel that you are unable to influence your supervisor's decisions - even when they affect you?	

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10.	Can you use your own initiative to do things?	
11.	Does your supervisor keep a close watch on you?	
12.	Are you given a lot of freedom to decide how to do your work?	
13.	Do you get a feeling of job satisfaction from your work?	
14.	Are you encouraged to make your own decisions?	
15.	Are you unsure about what people expect of you?	
16.	Are you confused about exactly what you are supposed to do?	
17.	Do clear, planned goals and objectives exist for your job?	
18.	Are you clear about what needs to be done in your job?	
19.	Do you know exactly what is expected of you?	
20.	Do you feel certain about how much or how little authority you have?	

### Perceived pressure at work

For each question choose from the following alternatives and insert the appropriate number in the right hand column:

**1 = never, 2 = almost never, 3 = sometimes, 4 = fairly often, 5 = very often**

1.	How often have you been upset because of something that happened unexpectedly at work?	
2.	How often have you felt that you were unable to control the important things at work?	
3.	How often have you felt nervous and stressed at work?	
4.	How often have you dealt with irritating work hassles?	
5.	How often have you felt that you were effectively coping with important changes that were occurring at work?	
6.	How often have you felt confident about your ability to handle your personal problems?	
7.	How often have you felt that things were going your way?	
8.	How often have you found that you could not cope with all the work you had to do?	
9.	How often have you been able to control irritations at work?	
10.	How often have you felt that you were on top of your work?	
11.	How often have you been angered because of things that happened at work that were outside your control?	

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12.	How often have you found yourself thinking about things that you have to accomplish in your work?	
13.	How often have you been able to control the way you spend your time at work?	
14.	How often have you felt that difficulties were piling up so high in your work that you could not overcome them?	

### Coping styles

Rate these potential coping strategies in terms of the extent to which you actually use them as ways of coping with pressure at work

**1 = never, 2 = almost never, 3 = sometimes, 4 = fairly often, 5 = very often**

1.	I seek advice from colleagues when my superior and I disagree.	
2.	I ask people who have had the same problem as I have what they have done to solve it.	
3.	I talk to other colleagues who can actually help me out with a problem.	
4.	When I have problems I discuss them with my partner or my friends.	
5.	I talk to my partner and friends about how I feel about my work.	
6.	When I have problems I look for understanding and sympathy.	
7.	When there are difficulties I pretend that everything is OK.	
8.	When problems arise I avoid thinking about them.	
9.	Whenever possible I try to avoid problems.	
10.	I avoid annoying confrontations with my superiors and/or colleagues.	
11.	In problematic situations I just wait and see what will happen.	
12.	When there are problems I just pretend nothing has happened.	
13.	I think I can learn from certain unpleasant experiences.	
14.	In times of stress I try to think of the nice elements of my work.	
15.	When there are problems I stay optimistic about the future.	
16.	I try to see problems from a different perspective so as to make them look more positive.	
17.	In problem situations I try to convince the person who is in charge.	
18.	In times of stress I can plan my work well.	
19.	I arrange my work schedule in such a way that I do not have to hurry.	

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20.	I notice that I drink more alcohol when I have problems at work.	
21.	When there are problems at work I tend to watch more TV.	
22.	I go out more often when there are problems at work.	
23.	Under pressure I lose myself in daydreaming or fantasies.	
24.	When there are problems at work I tend to take more risks.	
25.	Under pressure of work I get nasty.	

### When to use this document

Use this document to assist with the identification of stressors within the company and to obtain an indication of the current level of stress.

### Notes

It is important that commitment from employees and their representatives is secured prior to using this questionnaire. If it is decided that use of the questionnaire will be confined to a limited section of the organisation, consideration must be given to how best to inform other employees of this.

### Warning

To achieve maximum benefit from the questionnaire the findings should be analysed by a specialist.

Using a questionnaire is one technique for obtaining information about the stressors within a company. However, it should not be used in isolation. Other techniques include analysing sickness absenteeism; using performance appraisals; analysing staff turnover; team meetings; and focus groups.

If an anonymous survey is run then it is important to ensure that the questionnaires are kept confidential.

In order to obtain results with a statistical meaning a minimum sample size should be used, as follows:

Total number of workers	Recommended sample size <sup>1</sup> to provide data accurate to at least $\pm 5\%$
500 or fewer	All workers
501-1000	500
1001-2000	650
2001-3000	700
Over 3000	800

<sup>1</sup>Assumes a response rate of 50%.

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