



UCU Richmond Occupational Stress Survey

Please respond by Friday 4 June 2021

Occupational stress in higher education has increased dramatically in the last decade as faculty workload has expanded and intensified. As a consequence, stress is fast becoming a cause of serious personal injury in the workplace (Kinman, 2016; UCU, 2021). In trying to combat occupational stress and promote faculty's health and wellbeing, the Richmond UCU Branch is assessing current workload and levels of stress experienced by faculty at the University.

Information collected in this survey will help us to:

- 1) advocate for improved working conditions at Richmond
- 2) inform the Richmond UCU position on the Faculty Progression and Promotion Model
- 3) build a campaign to tackle stress in the workplace

We are asking all faculty members (adjuncts, fractional and full-time) to respond to the survey so we will have the data to pinpoint the levels of stress experienced by RAIUL faculty and to campaign to give you a better life at work.

This questionnaire about your experience of occupational stress is anonymous, and all information will be treated with confidentiality and strict privacy.

* Required

Informed consent

Brief Description of Project:

This survey seeks to find out the experiences and perceptions of workplace stress of the faculty at Richmond, the American International University in London. The research is being conducted through the UCU Richmond Branch and will inform a campaign that seeks to understand workplace stress and to improve working conditions for all faculty. The data collected may also be used to write reports and academic publications. The survey is approximately 50 questions and should take less than 15 minutes to complete.

All the information shared will be confidential and privacy of all participants will be maintained. Participation is purely voluntary. All participants are free to withdraw from the research at any time, and this includes not answering questions or asking later to withdraw from the study.

When answering please think of your most recent semester teaching at RAIUL.

If you have any enquiries, please contact the UCU branch: richmonducubbranch@richmond.ac.uk
(<mailto:richmonducubbranch@richmond.ac.uk>) or the research team:

Dr. Samantha Bracey, Assistant Professor of Sports Management, Samantha.bracey@richmond.ac.uk
(<mailto:Samantha.bracey@richmond.ac.uk>)

Dr. Susan Pell, Associate Professor of Communications, pells@richmond.ac.uk
(<mailto:pells@richmond.ac.uk>)

1. Please read the following statements and check each box before completing the questionnaire *

- I confirm that I understand the purpose of the study and have had the opportunity to ask questions.
- I understand that my participation is voluntary and that I am free to withdraw at any time, without giving reason.
- I agree to take part in the above study.
- I agree to the use of anonymised quotes in publications

Help with stress

If you are struggling with stress Bupa services are available to all employees, you can click on this link (<https://www.bupa.co.uk/eaponline> (<https://www.bupa.co.uk/eaponline>)) to view the Bupa Employee Assistance Programme page or for free confidential advice and support, please call 0800 269 616.

The Bupa service offer a range of services including talking to a counsellor regarding not just work-related issues but also for personal-related matters.


Demands

These questions ask about your perceived work-related demands - includes issues such as workload, work patterns and the work environment

2. Please respond by checking the answer which best fits your experience using a 5-point response scale where 1 is never and 5 is always *

	Never	Seldom	Sometimes	Often	Always
Different groups at work demand things from me that are hard to combine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have unachievable deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have to work very intensively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have to neglect some tasks because I have too much to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am unable to take sufficient breaks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am pressured to work long hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have to work very fast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have unrealistic time pressures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please add any other comments about the demands of working at RAIUL

A large, empty rectangular box with a thin black border, intended for the user to provide additional comments about the demands of working at RAIUL.

Control

These questions ask how much control you have over different aspects of your work – includes how much say people have in the way they do their work

4. Please respond by checking the answer which best fits your experience using a 5-point response scale where 1 is never and 5 is always *

	Never	Seldom	Sometimes	Often	Always
I can decide when to take a break	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a say in my own work speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a choice in deciding how I do my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a choice in deciding what I do at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have some say over the way I work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My working time can be flexible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please add any other additional comments about the control you have over your work at RAIUL

Role

These questions ask about your perceptions of role clarity, duties and responsibilities

6. Please respond by checking the answer which best fits your experience using a 5-point response scale where 1 is never and 5 is always *

	Never	Seldom	Sometimes	Often	Always
I am clear what is expected of me at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to go about getting my job done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am clear what my duties and responsibilities are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am clear about the goals and objectives for my department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how my work fits into the overall aim of the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please add any other additional comments about your role (clarity, duties and responsibilities) at RAIUL

Support

These questions are concerning your perceived support from RAIUL - includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues

8. Please respond by checking the answer which best fits your experience using a 5-point response scale where 1 is never and 5 is always *

	Never	Seldom	Sometimes	Often	Always
I am given supportive feedback on the work I do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can rely on my line manager to help me out with a work problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can talk to my line manager about something that has upset or annoyed me about work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am supported through emotionally demanding work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My line manager encourages me at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please add any other additional comments about the support of you receive from RAIUL

Peer support

These questions ask about the support you receive from your colleagues- includes promoting positive working to avoid conflict and dealing with unacceptable behaviour

10. Please respond by checking the answer which best fits your experience using a 5-point response scale where 1 is never and 5 is always *

	Never	Seldom	Sometimes	Often	Always
If work gets difficult, my colleagues will help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get help and support I need from colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive the respect at work I deserve from my colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My colleagues are willing to listen to my work-related problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please add any other additional comments about the support of your peers at RAIUL

Relationships

These questions ask about workplace relationships and your work environment– includes whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles

12. Please respond by checking the answer which best fits your experience using a 5-point response scale where 1 is never and 5 is always *

	Never	Seldom	Sometimes	Often	Always
I am subject to personal harassment in the form of unkind words or behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is friction or anger between colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am subject to bullying at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationships at work are strained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Please add any other additional comments about relationships at RAIUL

Change

These questions ask about your impression of changes at work – includes how organisational change (large or small) is managed and communicated in the organisation

14. Please respond by checking the answer which best fits your experience using a 5-point response scale where 1 is never and 5 is always *

	Never	Seldom	Sometimes	Often	Always
I have sufficient opportunities to question managers about change at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff are always consulted about change at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When changes are made at work, I am clear how they will work out in practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Please add any other additional comments about the way changes are managed at RAIUL

Further additional comments

16. Please enter any other comments that are relevant to workload and stress at your institution, department or school.

Your stress

Please answer these questions based on your usual experience of stress.

17. How would you characterise your general or average level of stress? *

- Very low
- Low
- Moderate
- High
- Very High

18. Do you experience levels of stress that you find unacceptable? *

- Never
- Seldom
- Sometimes
- Often
- Always

Your perceived stress

The questions in this section ask about your feelings and thoughts during the last semester.

In each case, you will be asked to indicate how often you felt or thought a certain way.

Although some of the questions are similar, there are differences between them and you should treat each one as a separate question.

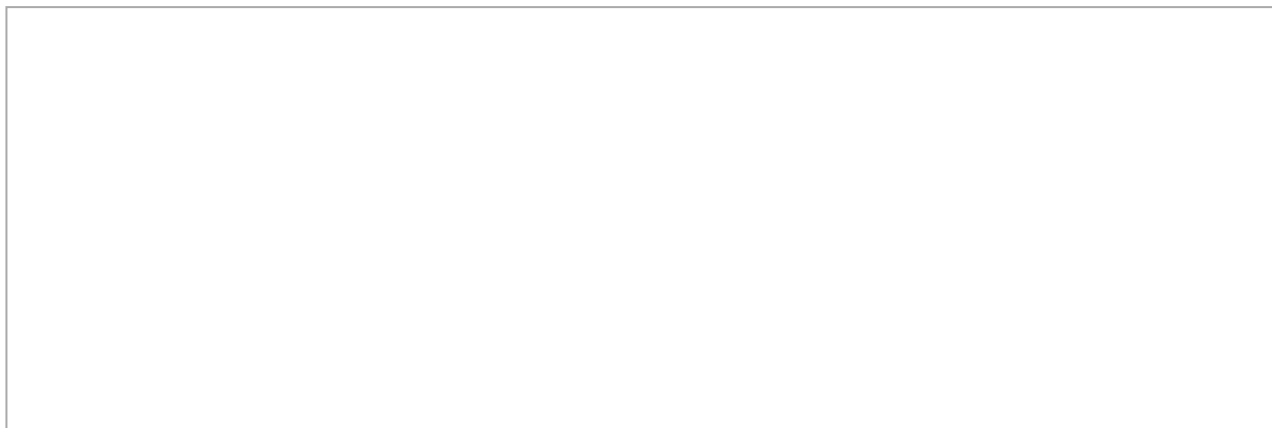
The best approach is to answer fairly quickly. That is, don't try to count up the number of times you felt a particular way; rather indicate the alternative that seems like a reasonable estimate.

19. Please choose the most appropriate answer using the following 0-4 scale (0 = never, 1 = almost never, 2= sometimes, 3 = fairly often, 5 = very often)

In the last month how often have you... *

	Never	Almost never	Sometimes	Fairly Often	Very Often
...been upset because of something that happened unexpectedly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...felt that you were unable to control the important things in your life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... felt nervous and stressed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...felt confident about your ability to handle your personal problems?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...felt that things were going your way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... found that you could not cope with all the things that you had to do?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...been able to control irritations in your life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... felt that you were on top of things?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... been angered because of things that happened that were outside of your control?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... felt difficulties were piling up so high that you could not overcome them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Please explain further what helps and what hinders your mental well-being concerning work.

A large, empty rectangular box with a thin black border, intended for the respondent to provide a detailed explanation of factors that help or hinder their mental well-being at work.

LEAVE

The next questions concern leave from work

21. How many days off sick did you take (if any) during the previous 12 months?
Answer using the number of days please. *

22. Were you ever in work when sick in the previous 12 months? *

Yes

No

23. How many days were you in work when sick during the previous 12 months and why?
Please answer using the number of days and please explain why you did not take time off. *

24. What is your annual leave entitlement?
Answer using the number of days please. *

25. Did you take all of your annual leave last year? *

Yes

No

26. How much of your leave entitlement did you actually take last academic year?
Answer using the number of days please. *

27. If you did not take all of your leave entitlement please explain why. *

WORK-HOME BALANCE

These questions ask about the effect your work life has on your personal life

28. Please indicate the frequency with which you feel this way: *

	Not at all	Rarely	Sometimes	Often	Almost always
I come home from work too tired to do things I like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job makes it difficult to maintain the kind of personal life I would like	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I often neglect my personal needs because of the demands of my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My personal life suffers because of my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have to miss out on important personal activities due to the amount of time I spend doing work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job gives me energy to pursue activities outside of work that are important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Because of my job, I am in a better mood at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The things I do at work help me deal with personal and practical issues at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Please rate your current position on the following scale:

1 = My work and home lives are completely separate, to;

9 = There is no separation between my work and home lives *

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Please rate how ideally you would like to be using the same scale:

1 = My work and home lives are completely separate, to;

9 = There is no separation between my work and home lives *

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Please explain what would make the biggest difference to your work life balance *

32. During the pandemic working from home has become the norm. For some people, this has been beneficial, for others working from home has meant living in work. Please tell us how you feel working from home has affected your stress; has it increased or decreased? *

A large, empty rectangular box with a thin black border, intended for the respondent to provide their answer to the question above. The box is currently blank.

Final thoughts

33. Please add anything here that you feel is important concerning your workload, stress or worklife at RAIUL that we have not covered in the previous questions.

About you

This section asks about you

34. Your gender *

- Woman
- Man
- Non-binary
- Prefer not to say

35. Your sexual orientation *

- Bi-sexual
- Heterosexual
- Lesbian or gay
- Other
- Prefer not to say

36. If you are lesbian, gay, bisexual or trans, does your employer know? *

- Yes
- No
- Not sure
- Not applicable

37. Your ethnicity *

- British or Black British—Caribbean
- British or Black British—African
- Other Black background
- Asian or Asian British—Indian
- Asian or Asian British—Pakistani
- Asian or Asian British—Bangladeshi
- Chinese
- Other Asian background
- Other (including mixed)
- Jewish
- White—British
- White—Irish
- Any other White background
- Prefer not to say

Your disability

38. Do you consider yourself to be disabled? *

Yes

No

Not sure

39. If yes, does your employer know you are disabled? *

Yes

No

Not sure

Not applicable

Your Job

40. How long have you worked at RAIUL? *

- 0-4
- 5-9
- 10-14
- 15-19
- 20-24
- 25-29
- 30 +
- Prefer not to say

41. Your mode of employment *

- Full-time
- Part-time
- Hourly paid
- Other

42. Your terms of employment *

- Open-ended/permanent contract
- Fixed-term contract
- Zero hours contract
- Variable hours contract
- Other

43. The average number of hours you work per week (on/off site) during term-time (work means any task related to your contract of employment) *

- 10-14
- 11-15
- 16-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- Over 60

44. Please tell us how many hours you think are reasonable to carry out your job. *

45. Your age *

- Under 25
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65 and over
- Prefer not to say

46. When responding to this questionnaire, please tell us which semester you were thinking of... *

- Summer 2020
- Fall 2020
- Spring 2021
- Summer 2021

47. Are you currently a member of UCU? *

- Yes
- No

Thank you for completing this questionnaire

Your views are important to us and your responses will be used to campaign to give you a better life at work.

If you are struggling with stress Bupa services are available to all employees, you can click on this link (<https://www.bupa.co.uk/eaponline> (<https://www.bupa.co.uk/eaponline>)) to view the Bupa Employee Assistance Programme page or for free confidential advice and support, please call 0800 269 616.

The Bupa service offer a range of services including talking to a counsellor regarding not just work-related issues but also for personal-related matters.

Debrief

UCU Stress study debrief

Thank you for participating in the Richmond UCU Stress study. The data gathered will be used to indicate the level of workplace stress faculty are experiencing. It will also be used to campaign for a better working environment for all.

Information provided by you is confidential and your anonymity is assured. All data will be stored safely and securely in password protected folders. Your name will not be associated with any of your responses and if data is published, any identifiable information will be redacted.

Talking or thinking about personal stress can be distressing. We want anyone experiencing stress to be able to access support. Please see the list of organisations and resources below for ideas, help and support for dealing with stress. Furthermore, if taking part in this research has made you aware of any health and safety, or legal concerns please direct your concerns to the UCU Branch for guidance. We have also provided below, a list of organisations and resources which may be useful to you.

Resources

RAIUL Bupa Employee Assistance Programme: If you are struggling with stress Bupa services are available to all employees, you can click on this link (<https://www.bupa.co.uk/eaponline> (<https://www.bupa.co.uk/eaponline>)) to view the Bupa Employee Assistance Programme page or for free confidential advice and support, please call 0800 269 616.

The Bupa service offer a range of services including talking to a counsellor regarding not just work-related issues but also for personal-related matters.

Education Support: "Our mission is to improve the mental health and wellbeing of teachers and education staff. We believe that better mental health leads to better education."

They provide support via their helpline and website: 0800562561

<https://www.educationsupport.org.uk/helping-you/telephone-support-counselling>
(<https://www.educationsupport.org.uk/helping-you/telephone-support-counselling>)

UCU Support: UCU negotiates members' pay and conditions both nationally and locally, and campaigns on a whole range of issues including education funding, privatisation and pensions. And we offer members advice on equality, health & safety, pensions, planning for retirement, part-time working and professional issues. For further information or support please contact the Richmond UCU Branch on richmonducubrand@Richmond.ac.uk (<mailto:richmonducubrand@Richmond.ac.uk>) and/or access the UCU webpage for support: <https://www.ucu.org.uk/support> (<https://www.ucu.org.uk/support>)

You can also raise concerns with your Head of Department, HR hrworkflow@richmond.ac.uk (<mailto:hrworkflow@richmond.ac.uk>) or Faculty Senate Chair Caleb Turner turnerc@richmond.ac.uk (<mailto:turnerc@richmond.ac.uk>)

