



Stress Questionnaire

Stress in the Workplace

Stress is not a new issue. However, in recent years it has become more apparent. It can be defined as 'environmental factors which exert undue strain or pressure on a person', and can be caused by numerous factors either at home or in the workplace.

Stress from any source may affect an employee's health and their performance at work.

Causes of workplace stress can be associated with a wide range of factors. The nature of the job, or some aspects of it, may be potentially stressful. For example, there may be contact with members of the public whose behaviour can be unpredictable, abusive or even violent. This is especially relevant to Usdaw members working in the retail trade, with violent incidents in this sector becoming an increasingly serious problem.

Other jobs, by their very nature, are dangerous, involving potential exposure to chemical, biological and physical hazards which can cause both short- and long-term health problems. Boring, repetitive and monotonous tasks can also be stressful.

Other factors to consider are working hours and workload. Some people may be required to work shifts, or unsocial or excessive hours, whilst others feel they simply cannot meet targets they see as unrealistic. Many employees experience stress because they are unable to partake in any decision making in relation to their own job, thus feeling that they have no control at all over their destiny at work.

The working environment may contain a minefield of potential stressors: badly designed workstations; inadequate or inappropriate heating, ventilation or lighting; inadequate holidays; long hours; and even performance-related pay can be major sources of stress.

Each individual responds differently to the varying levels of pressure to which they are exposed, but when the pressure becomes excessive for the individual, it can result in physical symptoms. These symptoms vary enormously from one person to another in both frequency and severity: a headache after too many hours spent at a VDU screen, at one extreme, to stomach disorders (eg ulcers) and even heart disease at the other.

Other symptoms may include:

- Sleeplessness
- Irritability
- Backache
- Neckache
- Muscle Tension
- Anxiety
- Nausea

This in turn may lead to increased absenteeism, impaired work performance and a possible increase in workplace accidents.



It is clear that for the benefit of both employee and employer, a systematic approach to occupational health and stress management should exist.

If you wish to help identify stressors at your workplace, we have drafted a model questionnaire for you to circulate to members, which may help. You may want to draft your own questionnaire which asks more specific questions about your workplace.

We recommend that you ask members to complete the questionnaire anonymously, thus ensuring complete confidentiality.

Once you have analysed the completed questionnaires, you should be able to identify any important causes of stress in your working environment. If you feel that there is a stress problem, it should then be raised with management through normal company procedure.

For further copies of this Health and Safety Advice Sheet, contact your Area Organiser at your local Usdaw office.

More resources for Health and Safety Reps can be found at: www.usdaw.org.uk/HSRepResources



Scan the QR code for more health and safety resources

Confidential Questionnaire: Stress Survey

Please ✓ the appropriate box(es) for each answer that applies.

1. Do you ever suffer from any of the following?

	Never	Sometimes	Often
● Headaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Anxiety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Chest palpitations/pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Indigestion or nausea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Sleeplessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Irritability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Backache	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Neckache	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Stomach disorders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Do any of the following cause problems for you at work?

	Never	Sometimes	Often
● Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Poor/inadequate lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Excessive heat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Excessive cold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Overcrowding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Poor ventilation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Dust or fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Poor maintenance of equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Do you find any of the following cause problems?

	Never	Sometimes	Often
● Shiftwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Inadequate breaktimes/mealtimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Unsocial hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Very heavy workload	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Unfair distribution of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Repetitive/boring work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Meeting deadlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Job insecurity, eg threat of redundancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Poor supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Under-utilisation of skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Regarding working relationships, do any of the following cause you problems?

	Never	Sometimes	Often
● Poor relations with a supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Poor relations with workmates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Harassment and/or discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Impersonal treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Lack of communication from management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Working with the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How much control do you feel you have over your job? Do you feel:

	Never	Sometimes	Often
● You are able to plan your own work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● You can participate in decision making for your own job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● You have some control over the pace/content of your work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● You have no control at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Do you feel you:

	Never	Sometimes	Often
● Are underpaid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Are undervalued?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Receive appreciation for good work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How do you feel about your job in general? (✓ one)

● I am completely happy in and enjoy my job	<input type="checkbox"/>
● I sometimes feel dissatisfied but generally enjoy my job	<input type="checkbox"/>
● Most of the time I do not enjoy my work	<input type="checkbox"/>
● I have no interest at all in my work	<input type="checkbox"/>

8. If you feel you are under stress, please ✓ which you feel is the main contributory factor:

● Problems outside work	<input type="checkbox"/>
● Problems at work	<input type="checkbox"/>

9. Please list below what you feel are:

a. The main causes of stress in your job

b. The effects that these have on other workers and yourself

c. The steps you think could be taken to ease the situation

Usdaw

Nationwide

South Wales and Western Division

Cardiff

Tel: 029 2073 1131
email: cardiff@usdaw.org.uk

Bristol

Tel: 0117 931 9730
email: bristol@usdaw.org.uk

Plymouth

Tel: 01752 765930
email: plymouth@usdaw.org.uk

Eastern Division

Waltham Cross

Tel: 01992 709280
email: walthamx@usdaw.org.uk

Bury St Edmunds

Tel: 01284 775700
email: burystedmunds@usdaw.org.uk

Midlands Division

Redditch

Tel: 01527 406290
email: redditch@usdaw.org.uk

Kegworth

Tel: 01509 686900
email: kegworth@usdaw.org.uk

North Eastern Division

Leeds

Tel: 0113 232 1320
email: leeds@usdaw.org.uk

Newcastle

Tel: 0191 296 5333
email: newcastle@usdaw.org.uk

Scottish Division

Glasgow

Tel: 0141 427 6561
email: glasgow@usdaw.org.uk

Aberdeen

Tel: 01224 652820
email: aberdeen@usdaw.org.uk

Southern Division

Morden

Tel: 020 8687 5950
email: morden@usdaw.org.uk

Andover

Tel: 01264 321460
email: andover@usdaw.org.uk

Faversham

Tel: 01795 532637
email: faversham@usdaw.org.uk

North West Division

Warrington

Tel: 01925 578050
email: warrington@usdaw.org.uk

Belfast

Tel: 028 9066 3773
email: belfast@usdaw.org.uk



www.usdaw.org.uk

Our publications are regularly updated, view the latest version at:
www.usdaw.org.uk/stressquestionnaire



UsdawUnion

