S-ISW
SHORT INVENTORY ON STRESS AND WELL-BEING
Preliminary Report of
Statistics Portugal 2017 application

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Agenda

• General Framework
• S-ISW – The questionnaire
• Main findings
• Next steps
Why surveys about stress and engagement?

- Legislation
- Image of the Employer
- Cost savings
- To know drivers of Engagement and Productivity
S–ISW: Preliminary Report 2017
General Framework

Statistics Portugal
Values

- Professionalism
- High motivation
- Technical independence
- Commitment to Quality
- Creativity and innovation
- Respect for data providers
- Efficacy and efficiency in Action
- Customer-driven orientation

Values

Portugal

General Framework
Main objectives

• Get insight into the work environment of the organization and how it impacts the employees personally

• Find solutions to optimize the work situation and the well-being and resilience of the employees
Principles of S-ISW

- Standardized European questionnaire
- Scientifically validated
- Quick and efficient detection of psychosocial and organizational factors
- Handy and short
- Flexible content
- Reporting:
  - comparison with external European benchmark
  - detection of risk groups and good
- Confidentiality and anonymity
21 well-being indicators  ⇒  4 dimensions

- Stress
- Motivation
- Undesirable behaviour
- Absenteeism
40 risk factors $\Rightarrow$ 5 dimensions

- Job demands
- Task challenges
- Team
- Organization
- Context
S–ISW: Preliminary Report 2017
Main findings - Well-being indicators

Physical complaints
Persistent strain
Psychological complaints - tension
Exhaustion
Psychological complaints - irritation
Psychological complaints - mood
Psychological complaints - cognitive
Insufficiency
STRESS

Statistics Portugal
Benchmark group

LOW RISK
MODERATE RISK
HIGH RISK
S–ISW: Preliminary Report 2017
Main findings - Well-being indicators

- Pride in organization: 3.07 (Statistics Portugal), 3.07 (Benchmark group)
- Enthusiasm: 3.62 (Statistics Portugal), 3.62 (Benchmark group)
- Job satisfaction: 2.81 (Statistics Portugal), 2.81 (Benchmark group)
- Job centrality: 4.54 (Statistics Portugal), 5.15 (Benchmark group)
- Pride in one's job: 2.65 (Statistics Portugal), 2.65 (Benchmark group)
- Intention of changing job: 2.63 (Statistics Portugal), 2.63 (Benchmark group)
- Feeling of performance: 2.53 (Statistics Portugal), 2.53 (Benchmark group)
- MOTIVATION: 3.13 (Statistics Portugal), 3.19 (Benchmark group)

Risk levels: LOW RISK, MODERATE RISK, HIGH RISK
S–ISW: Preliminary Report 2017
Main findings - Well-being indicators

Mutual respect

Other undesirable behaviour - victim

Harassment - victim

Harassment - presence

MOBBING

Statistics Portugal
Benchmark group

LOW RISK
MODERATE RISK
HIGH RISK
S–ISW: Preliminary Report 2017
Main findings - Risk factors

Impact of mistakes: 5.22
Workload: 4.08
Overtime: 3.83
Work complexity: 3.61
Difficult outsiders: 3.55
Emotional demands: 3.42
Flexibility granted by employer: 3.28
Physical demands: 3.06
Travel time: 2.99
Demanding responsibility: 2.88
Work-Life balance: 2.69
Breaks: 1.92
JOB DEMANDS: 3.40

Statistics Portugal
Benchmark group

LOW RISK
MODERATE RISK
HIGH RISK
S–ISW: Preliminary Report 2017
Main findings - Risk factors

- Training: 3.38 (3.78)
- Personal development: 3.25 (3.37)
- Variation: 2.83 (3.24)
- Autonomy: 3.20 (3.16)
- Skill utilization: 2.90 (2.97)
- Understimulation: 2.78 (2.75)
- Responsibility: 3.07 (2.42)
- TASK CHALLENGES: 3.07 (3.09)

Legend:
- Statistics Portugal
- Benchmark group

Risk levels:
- LOW RISK
- MODERATE RISK
- HIGH RISK
Main findings - Risk factors

- Feedback from supervisor: 3.18
- Social atmosphere: 2.79
- Support from supervisor: 2.62
- Support from colleagues: 2.51
- TEAM: 2.78

Statistics Portugal
Benchmark group

Risk levels: LOW RISK, MODERATE RISK, HIGH RISK
S–ISW: Preliminary Report 2017
Main findings - Risk factors

- Staff retention
  - Statistics Portugal: 4.20
  - Benchmark group: 4.97
- Remuneration
  - Statistics Portugal: 3.80
  - Benchmark group: 4.66
- Staff attraction
  - Statistics Portugal: 3.71
  - Benchmark group: 4.21
- Policy
  - Statistics Portugal: 3.75
  - Benchmark group: 4.16
- Information
  - Statistics Portugal: 3.76
  - Benchmark group: 4.00
- Work organization
  - Statistics Portugal: 3.58
  - Benchmark group: 3.42
- Staffing
  - Statistics Portugal: 3.48
  - Benchmark group: 4.91
- Participation
  - Statistics Portugal: 3.57
  - Benchmark group: 3.19
- Confidant
  - Statistics Portugal: 3.42
  - Benchmark group: 3.16
- Clear expectations
  - Statistics Portugal: 2.90
  - Benchmark group: 2.56
- Materials
  - Statistics Portugal: 2.71
  - Benchmark group: 2.46
- Physical conditions and safety
  - Statistics Portugal: 2.44
  - Benchmark group: 2.39
- Values
  - Statistics Portugal: 3.11
  - Benchmark group: 3.56

ORGANIZATION

- Statistics Portugal: 3.41
- Benchmark group: 3.56
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Main findings - Risk factors

- Perspectives: 3.94 (LOW RISK)
- Position on job market: 3.68 (LOW RISK)
- Job insecurity: 4.08 (MID RISK)
- Fear of changes: 3.22 (LOW RISK)
- CONTEXT: 4.22 (MID RISK)

Statistics Portugal
Benchmark group

LOW RISK | MODERATE RISK | HIGH RISK
S–ISW: Preliminary Report 2017
Main findings

Impact on well-being indicators (stress, motivation and mobbing)

**BUFFERS**
- High impact
  - + Lower risk

**HIGHEST PRIORITY**
- High impact
  - + Higher risk

**LOWEST PRIORITY**
- Low impact
  - + Lower risk

**AREAS OF CONCERN**
- Low impact
  - + Higher risk

Difference with reference group

Instituto Nacional de Estatística
Statistics Portugal
Persistent strain
Psychological complaints
Job centrality
Enthusiasm
Job satisfaction

Demanding responsibility
Training
Personal development
Variation
Remuneration
Information
Policy
Clear expectations
Staff retention
Confidant
Perspectives

Work-Life balance
Emotional demands
Autonomy
Responsibility
Skill utilization
Social atmosphere
Support from colleagues
Support from supervisor
Feedback from supervisor
Participation
Values
Work organization
Materials
Next steps

- Communication and discussion of the results in interactive sessions in each department
  - With directors
  - With employees
- Deepen and further explore the results and formulate suggestions for improving the well-being at work (as inputs for an Action Plan)
- Identifying priorities, possible actions taking into account existing initiatives and constraints
- Set-up of an action plan (including monitoring...
(dis)stress...
try a dive and (dis)solve it...

Thank you!