

# 2012 occupational stress survey – the Peer Support and Managerial Support stressors in HE

The Peer Support stressor measures the respondent's level of stress, or well-being, relating to their level of support, help and respect at work from colleagues.

The Managerial Support stressor measures the respondent's level of stress, or well-being, relating to their level of support, help and encouragement at work from their manager.

#### Headlines - Peer Support stressor results for higher education

- The lowest level of well-being, or highest level of stress, on the Peer Support stressor which relates to employees' level of support, help and respect at work from colleagues at a UK HEI in the 2012 UCU occupational stress survey was 3.07, on a scale where 1=lowest well-being and 5=highest well-being.
- The highest level of well-being, or lowest level of stress, at a HEI was 3.67.
- The average level of well-being on the Peer Support stressor of UCU members in HE in the 2012 UCU occupational stress survey was 3.39, which was slightly lower than the average well-being score of UCU members in HE in 2008, of 3.40. So stress levels for UCU members in higher education relating to Peer Support have risen slightly in the last four years.
- The average level of well-being on the Peer Support stressor in the British working population, as measured by the Health and Safety Executive's 2008 study *Psychosocial Working Conditions in Britain*, was 3.88.
- In other words, UCU members at UK HEIs on average showed lower well-being or higher stress on the Peer Support stressor than the British working population as a whole.

## Headlines - Managerial Support stressor results for higher education

- The lowest level of well-being, or highest level of stress, on the Managerial Support stressor which relates to employees' level of support, help and encouragement at work from their manager at a UK HEI in the 2012 UCU occupational stress survey was 2.53, on a scale where 1=lowest well-being and 5=highest well-being.
- The highest level of well-being, or lowest level of stress, at a HEI was 3.32.
- The average level of well-being on the Managerial Support stressor of UCU members in HE in the 2012 UCU occupational stress survey was 2.91, which was slightly lower than the average well-being score of UCU members in HE in 2008, of 2.94. So stress levels for UCU members in higher education relating to Managerial Support have risen slightly in the last four years.

- The average level of well-being on the Managerial Support stressor in the British working population, as measured by the Health and Safety Executive's 2008 study *Psychosocial Working Conditions in Britain*, was 3.68.
- In other words, UCU members at UK HEIs on average showed lower well-being or higher stress on the Managerial Support stressor than the British working population as a whole.



### The data

The data in this survey (conducted 16 April – 4 May 2012) are based on responses by UCU members to the Health and Safety Executive's questionnaire, the Management Standards Indicator Tool. The MSIT seeks to measure the level of well-being of respondents at work on the basis of their response to statements in the questionnaire.

The MSIT contains 35 statements, which are grouped under seven 'stressors': Demands (for which there are eight statements in the MSIT), Control (6 MSIT statements), Managerial Support (5 MSIT statements), Peer Support (4 MSIT statements), Relationships (4 MSIT statements), Role (5 MSIT statements) and Change (3 MSIT statements). There are five potential responses to each statement, ranging from 'Never' through to 'Always', or from 'Strongly disagree' through to 'Strongly agree'. For example, responses to the statement, 'I can decide when to take a break', under the Control stressor, are given a numerical value, ranging from 1 for 'Never', through to 5 for 'Always'.

An individual respondent's overall score for each stressor is calculated, based on the mean average of that individual's responses to each of the statements under a particular stressor, ranging from 1, for lowest well-being, to 5, for highest well-being.

To protect respondents' anonymity and promote data quality, in reporting results from UCU's 2012 occupational stress survey, UCU has been guided by the methodology of the UK's Higher Education Statistics Agency, that:

- Percentages based on 52 or fewer individuals must be suppressed
- Averages based on 7 or fewer individuals must be suppressed

The stress survey data make use of percentages and average data. Percentages are given when reporting the responses to a single item in the questionnaire. For example, in the higher education sample, 17.6% of respondents to the statement 'Different groups at work demand things from me that are hard to combine', relating to the Demands stressor, responded 'Always', 36.7% said 'Often', and so on.

In calculating the results for a given stressor, in this example the Demands stressor, a numerical value (for example, 1 for 'Never' through to 5 for 'Always', or vice-versa, and 1 for 'Strongly disagree' through to 5 for 'Strongly agree', or vice-versa) is given to each response by an individual – for example, a response of 'Never' to the statement 'Different groups at work demand things from me that are hard to combine', relating to the Demands stressor, would be given a score of 5. The average of an individual's response scores to the questions relating to a particular stressor is then calculated. Then the average of the average responses for respondents from a particular college or university is calculated, to give the stressor value for all respondents from a particular college or university.



Although, in the HESA methodology, averages based on 7 or fewer individuals should be suppressed, in higher education, UCU has not published averages for a particular higher education institution (HEI) based on 52 or fewer individuals, in the interests of robust data. Where any individual's response to one or more of the survey questions relating to a stressor is missing, then the average stressor for that individual is not calculated.



# The Peer Support stressor – higher education

The Peer Support stressor measures the respondent's level of stress, or well-being, relating to support from their peers at work. This 'stressor' measures the respondent's level of stress, or well-being, relating to their level of support, help and respect at work from colleagues.

There was a total of 14,510 respondents to the UCU survey working in higher education who provided responses about peer support. Of those respondents in HE who provided information about their job, 76.3% were academics (including teaching-only, research-only and teaching-and-research) and 23.7% were academic-related (including managers, administrators, librarians and computer staff).

The HEIs are grouped by score as follows:

Group A: UCU survey well-being highest 20 / stress level lowest 20

Group B: UCU survey average or above average well-being / average or below average stress level

Group C: Below UCU survey average well-being / above average stress level

Group D: UCU survey well-being lowest 20 / stress level highest 20

Stressor score range: 1.00 = lowest well-being / highest stress, 5.00 = highest well-being / lowest stress.

Peer Support range, UCU 2012 survey: HEI highest score 3.67; lowest score 3.07. Peer Support: 2012 UCU HE respondents' mean average: 3.39; 2008 UCU HE respondents' mean average 3.40. Health and Safety Executive 2008 mean average for British working population <sup>1</sup>: 3.88.

The Top and/or Bottom 20 may include more than 20 HEIs where there is a tied position.

#### **Peer Support - the statements**

- If work gets difficult, my colleagues will help me.
- I get the help and support I need from colleagues.
- I receive the respect at work I deserve from colleagues.
- My colleagues are willing to listen to my work-related problems.

<sup>&</sup>lt;sup>1</sup> HSE (2008) Psychosocial Working Conditions in Britain in 2008, pp 26-27. The 'not target' group.



No HEI scores for the Peer Support stressor out of a total of 95 HEIs were above the HSE 2008 average of 3.88.  UCU HE 2012 average = 3.392 (N=14,510)  1.00 = lowest well-being (or highest stress), 5.00 = highest well-being (or lowest stress). Within each group, HEIs are ranked alphabetically.  N = number of respondents. Averages are not shown where there were fewer than 53 respondents at a HEI.  Group A: UCU survey well-being highest 20 / stress level lowest 20 (Range of averages 3.482 to 3.669)  Birningham City University of 100  Cumbris, University of 68  Birningham City University of 68  Eichhuugh, The University of 81  Imperial College of Science, Technology and Medicine 83  Institute of Education 69  Leicoster, The University of 165  Northampton, The University of 81  Notingham Trent University of 81  Sirathoyde, The University of 150  Sirathoyde, The University of 164  Sirathoyde, The University of 164  Group B: UCU survey average or above average well-being / average or below average stress level (range of averages; 3.397 to 3.472)  Aberystwy University of 164  Carnetoury Christ Chrunch University of 168  Leads, The University of 168  Manchester Metropolitan University of 168  Leads, The Unive	PEER SUPPORT STRESSOR - Higher Education	
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PEER SUPPORT STRESSOR - Higher Education	
No HEI scores for the Peer Support stressor out of a total of 95 HEIs were	
above the HSE 2008 average of 3.88.	
UCU HE 2012 average = 3.392 (N=14,510)	
1.00 = lowest well-being (or highest stress), 5.00 = highest well-being (or lowest	
stress). Within each group, HEIs are ranked alphabetically.	
N = number of respondents. Averages are not shown where there were fewer than	
53 respondents at a HEI.	N
Portsmouth, The University of	109
Salford, The University of	189
Southampton, The University of	202
Sunderland, The University of	74
Sussex, The University of	174
Wolverhampton, The University of	131
Group C: Below UCU survey average well-being / above average stress	
level (range of averages: 3.282 to 3.387)	
Aberdeen, The University of	146
Aston University	54
Bath, The University of	88
Bournemouth University	93
Bradford, The University of	108
Cambridge, The University of	151
Cardiff University	170
Central Lancashire, The University of	140
City University	109
Cranfield University	88
De Montfort University	127
Dundee, The University of	119
Essex, The University of	101
Exeter, The University of	167
Glamorgan, University of Goldsmiths College	82
Kent, The University of	59 185
Kingston University	83
Lancaster, The University of	140
Leeds Metropolitan University	148
Liverpool John Moores University	128
Liverpool, The University of	277
London School of Economics and Political Science	145
London South Bank University	96
Loughborough University	156
Northumbria at Newcastle, The University of	122
Queen Mary and Westfield College	140
Royal Holloway and Bedford New College	98
Sheffield, The University of	219
Staffordshire University	64



#### PEER SUPPORT STRESSOR - Higher Education No HEI scores for the Peer Support stressor out of a total of 95 HEIs were above the HSE 2008 average of 3.88. UCU HE 2012 average = 3.392 (N=14,510) 1.00 = lowest well-being (or highest stress), 5.00 = highest well-being (or lowest stress). Within each group, HEIs are ranked alphabetically. N = number of respondents. Averages are not shown where there were fewer than 53 respondents at a HEI. Ν Stirling, The University of 87 Teesside, The University of 86 273 University College London University of the Arts, London 101 Warwick, The University of 218 Group D: UCU survey well-being lowest 20 / stress level highest 20 (range of averages: 3.071 to 3.271) Bangor University 66 Birkbeck College 78 Birmingham, The University of 211 102 **Brunel University** Coventry University 54 Derby, University of 83 Durham, University of 162 East London, The University of 90 226 Glasgow, The University of Greenwich, The University of 88 Heriot-Watt University 85 Hull, The University of 90 Lincoln, The University of 65 126 London Metropolitan University Queen's University of Belfast 239 School of Oriental and African Studies 53 St Andrews, The University of 77 Swansea University 116 170 Ulster, University of Westminster, The University of 80



Data from the following HEIs were not used in this report because there were 52 or fewer respondents from them:

Huddersfield, The University, Edinburgh Queen Margaret University, Edinburgh Roehampton University Bedfordshire, University of Glasgow Caledonian University  Middlesex University 47 Middlesex University 48 Buckinghamshire New University 49 Buckinghamshire New University 49 Bolton, The University of 40 Bolton, The University of 41 Bolton, The University of 42 Southampton Solent University 42 Chester, University of 43 Southampton Solent University 44 Worcester, The University of 45 Hedge Hill University 46 Hill University 47 University of Wales Institute, Cardiff 47 Liverpool Hope University 48 Bath Spa University College 49 University Campus Suffolk 40 Bath Spa University College 41 University of West London 42 Writtle College 43 University of West London 45 Writtle College 46 University College Falmouth 47 Wales, Newport, The University of 48 Wales, Newport, The University of 49 Wales, Newport, The University of 40 Wales, Newport, The University of 41 Robert Gordon University 42 University College Birmingham 43 Robert Gordon University 44 Chichester, The University of 45 Harper Adams University of 46 Harper Adams University 47 Hark Adams University 48 Hark Gadams University 49 Hark Gadams University 40 Hark Gordon University 40 Hark Gordon University 40 Hark Gordon University 41 Hark Gadams Hark and St John 41 Liverpool Institute for Performing Arts 48 Hark University College at Bournemouth 41 Hales Central Functions), The University of 49 Hark Grosseteste University College Lincoln 51 Harys University College, Twickenham 41 Hark Surviversity College, Lincoln 51 Harys University College, Lincoln	HEI	Number of
Glyndwr University Huddersfield, The University of Queen Margaret University, Edinburgh Roehampton University Bedfordshire, University of Glasgow Caledonian University Hiddlesex University Holidesex University of Holidesex University Holidesex University Holidesex University Holidesex University Holidesex University of Holidesex University Holidesex University College Holidesex University College Holidesex University Onlege Holidesex Universi		respondents
Queen Margaret University, Edinburgh       49         Roehampton University       48         Bedfordshire, University of       47         Glasgow Caledonian University       46         Middlesex University       46         University for the Creative Arts       46         Buckinghamshire New University       45         Gloucestershire, University of       45         Bolton, The University of       44         Abertay Dundee, University of       43         Southampton Solent University       42         Chester, University of       41         Edge Hill University       41         Worcester, The University of University of University of Wales Institute, Cardiff       37         Liverpool Hope University       36         University Of Wales Institute, Cardiff       37         Liverpool Hope University       29         Newman University College       26         University Of London (Institutes and activities)       25         University of London (Institutes and activities)       25         University College       26         University College Falmouth       24         Wales, Newport, The University of       24         Wales, Newport, The University of       23	Glyndwr University	49
Roehampton University of 47 Bedfordshire, University of 47 Glasgow Caledonian University 47 Middlesex University 48 Buckinghamshire New University 45 Buckinghamshire New University 45 Buckinghamshire New University 45 Bolton, The University of 45 Bolton, The University of 43 Bolton, The University of 43 Southampton Solent University 42 Chester, University of 41 Edge Hill University 41 Worcester, The University of 41 Leeds Trinity University College 37 Liverpool Hope University 36 Bath Spa University of 42 University of Wales Institute, Cardiff 37 Liverpool Hope University 36 Bath Spa University College 26 University of Vales Institutes and activities) 25 University of University 29 Newman University College 25 University Of University 36 Writte College 37 Writte College 37 Writte College 37 University Of University 39 University Of University 39 Newman University Of University 39 Newman University College 30 University Of University 39 University Of University 39 University Of University 39 University Of University 39 University College Falmouth 30 Writte College 30 Writte College 31 University College Birmingham 31 Robert Gordon University 31 University College Birmingham 31 Robert Gordon University 31 University College Plymouth St Mark and St John 31 Liverpool Institute for Performing Arts 31 University College at Bournemouth 31 Central School of Speech and Drama 31 Bishop Grosseteste University College Lincoln 31 St Mary's University College, Twickenham 32 Glasgow School of Art 30	Huddersfield, The University of	49
Bedfordshire, University of Glasgow Caledonian University Middlesex University 47 Middlesex University 48 University for the Creative Arts Buckinghamshire New University 45 Gloucestershire, University of 45 Bolton, The University of 47 Abertay Dundee, University of 48 Southampton Solent University 49 Chester, University of 40 Chester, University of 41 Edge Hill University 41 Worcester, The University of 41 University of University of 42 University of University 43 University of University 44 University of University 45 University of University 46 University of University 47 University of University 48 University of University 49 University of University 40 University of University 40 University of University 40 University of University 40 University of London (Institutes and activities) 40 University of West London 40 Writtle College 40 University College Falmouth 40 Wales, Newport, The University of 40 Winchester, The University of 41 University College Falmouth 42 University College Plymouth St Mark and St John 41 University College Plymouth St Mark and St John 42 University College Plymouth St Mark and St John 43 Bishop Grosseteste University of 45 University College Plymouth St Mark and St John 46 University College Plymouth St Mark and St John 47 University College Plymouth St Mark and St John 48 University College Plymouth St Mark and St John 48 University College Plymouth St Mark and St John 48 University College Plymouth St Mark and St John 49 University College Plymouth St Mark and St John 40 University College Plymouth St Mark and St John 40 University College Plymouth St Mark and St John 41 University College Plymouth St Mark and St John 41 42 43 44 45 45 46 46 46 46 46 46 46 46 46 46 46 46 46	Queen Margaret University, Edinburgh	49
Bedfordshire, University of Glasgow Caledonian University Middlesex University 47 Middlesex University 48 University for the Creative Arts Buckinghamshire New University 45 Gloucestershire, University of 45 Bolton, The University of 47 Abertay Dundee, University of 48 Southampton Solent University 49 Chester, University of 40 Chester, University of 41 Edge Hill University 41 Worcester, The University of 41 University of University of 42 University of University 43 University of University 44 University of University 45 University of University 46 University of University 47 University of University 48 University of University 49 University of University 40 University of University 40 University of University 40 University of University 40 University of London (Institutes and activities) 40 University of West London 40 Writtle College 40 University College Falmouth 40 Wales, Newport, The University of 40 Winchester, The University of 41 University College Falmouth 42 University College Plymouth St Mark and St John 41 University College Plymouth St Mark and St John 42 University College Plymouth St Mark and St John 43 Bishop Grosseteste University of 45 University College Plymouth St Mark and St John 46 University College Plymouth St Mark and St John 47 University College Plymouth St Mark and St John 48 University College Plymouth St Mark and St John 48 University College Plymouth St Mark and St John 48 University College Plymouth St Mark and St John 49 University College Plymouth St Mark and St John 40 University College Plymouth St Mark and St John 40 University College Plymouth St Mark and St John 41 University College Plymouth St Mark and St John 41 42 43 44 45 45 46 46 46 46 46 46 46 46 46 46 46 46 46	Roehampton University	48
Middlesex University or the Creative Arts  Buckinghamshire New University of  Bolton, The University of  Abertay Dundee, University of  Abetay Dundee, University of  Edge Hill University of  Edge Hill University of  Leeds Trinity University of  University of Wales Institute, Cardiff  University Campus Suffolk  Bath Spa University College  University of London (Institutes and activities)  University of West London  Writtle College  University College Falmouth  Wales, Newport, The University of  Winchester, The University of  24  Whinchester, The University of  University College Birmingham  Robert Gordon University  19  Newnan University College  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bounemouth  Central School of Speech and Drama  Bishop Grosseteste University College, Twickenham  12  Glasgow School of Art  10  45  46  46  45  46  46  45  45  45  45		47
University for the Creative Arts  Buckinghamshire New University  Gloucestershire, University of  Bolton, The University of  Abertay Dundee, University of  Southampton Solent University  Chester, University of  Edge Hill University  Worcester, The University of  Leeds Trinity University College  University of Wales Institute, Cardiff  Liverpool Hope University  Bath Spa University  University Campus Suffolk  Bath Spa University College  University of London (Institutes and activities)  University of West London  Writtle College  University College Falmouth  Wales, Newport, The University of  Winchester, The University of  University College Desamble De	Glasgow Caledonian University	47
Buckinghamshire New University of Gloucestershire, University of Bolton, The University of Abertay Dundee, University of Abertay Dundee, University of Southampton Solent University  Chester, University of  Edge Hill University  Worcester, The University of Leeds Trinity University College University of Wales Institute, Cardiff Liverpool Hope University  University Campus Suffolk Bath Spa University  Newman University College University of London (Institutes and activities) University of West London Writtle College University of University of Wales, Newport, The University of Wales, Newport, The University of University College Ealmouth Wales, Newport, The University of University College University Of Divinous Summan University Divinous Summan University Divinous Summan Sum		46
Gloucestershire, University of  Bolton, The University of  Abertay Dundee, University of  Southampton Solent University  Chester, University of  Edge Hill University  Worcester, The University of  Leeds Trinity University College  University of Wales Institute, Cardiff  Sath Spa University  Newman University  Newman University  University of University  Newman University College  University of University  Newman University of University  Newman University of University  University of University  Newman University  Rewman University of University  Newman University of University  University of University Ollege  Swansea Metropolitan University  Chichester, The University of University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College, Twickenham  12  Glasgow School of Art	University for the Creative Arts	46
Bolton, The University of Abertay Dundee, University of Southampton Solent University Chester, University of Edge Hill University Worcester, The University of Leeds Trinity University College University of Wales Institute, Cardiff Sath Spa University University Campus Suffolk Bath Spa University Rewman University University of West London Writtle College University of West London Writtle College Falmouth Wales, Newport, The University of Harper Adams University College Swansea Metropolitan University Chichester, The University of University College Birmingham Robert Gordon University University College Birmingham Robert Gordon University of Wales (central functions), The University of Arts University College at Bournemouth Central School of Speech and Drama Bishop Grosseteste University College, Twickenham 12 Glasgow School of Art  10  44 44 42 42 42 42 41 41 42 41 41 41 41 41 41 41 41 41 41 41 41 41	Buckinghamshire New University	45
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Chester, University of Edge Hill University Worcester, The University of Leeds Trinity University College University of Wales Institute, Cardiff Liverpool Hope University University Campus Suffolk Bath Spa University Newman University College University of London (Institutes and activities) University of West London Writtle College University College Elmouth Wales, Newport, The University of Winchester, The University of Harper Adams University College Swansea Metropolitan University Chichester, The University of University College Birmingham Robert Gordon University University College Plymouth St Mark and St John Liverpool Institute for Performing Arts Wales (central functions), The University of Arts University College at Bournemouth Central School of Speech and Drama Bishop Grosseteste University College Lincoln St Mary's University College, Twickenham Glasgow School of Art	Southampton Solent University	42
Edge Hill University Worcester, The University of Leeds Trinity University College University of Wales Institute, Cardiff Liverpool Hope University University Campus Suffolk Bath Spa University Newman University College University of London (Institutes and activities) University of West London Writtle College University College Falmouth Wales, Newport, The University of Winchester, The University of Harper Adams University College Swansea Metropolitan University Chichester, The University of University College Birmingham Robert Gordon University University College Plymouth St Mark and St John Liverpool Institute for Performing Arts Wales (central functions), The University of Arts University College at Bournemouth Central School of Speech and Drama Bishop Grosseteste University College Lincoln St Mary's University College, Twickenham Glasgow School of Art	-	41
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University of Wales Institute, Cardiff Liverpool Hope University University Campus Suffolk Bath Spa University Newman University College University of London (Institutes and activities) University of West London Writtle College University College Falmouth Wales, Newport, The University of Winchester, The University of Harper Adams University College Swansea Metropolitan University Chichester, The University of University College Birmingham Robert Gordon University University College Plymouth St Mark and St John Liverpool Institute for Performing Arts Wales (central functions), The University of Arts University College at Bournemouth Central School of Speech and Drama Bishop Grosseteste University College Lincoln St Mary's University College, Twickenham Glasgow School of Art	•	37
Liverpool Hope University University Campus Suffolk  Bath Spa University Newman University College University of London (Institutes and activities) University of West London Writtle College University College Falmouth Wales, Newport, The University of Winchester, The University of Harper Adams University College Swansea Metropolitan University Chichester, The University of University College Birmingham Robert Gordon University University College Plymouth St Mark and St John Liverpool Institute for Performing Arts Wales (central functions), The University of Arts University College at Bournemouth Central School of Speech and Drama Bishop Grosseteste University College Lincoln St Mary's University College, Twickenham Glasgow School of Art	, , ,	37
University Campus Suffolk  Bath Spa University  Newman University College  University of London (Institutes and activities)  University of West London  Writtle College  University College Falmouth  Wales, Newport, The University of  Winchester, The University of  Harper Adams University College  Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art	-	36
Bath Spa University  Newman University College  University of London (Institutes and activities)  University of West London  Writtle College  University College Falmouth  Wales, Newport, The University of  Winchester, The University of  Harper Adams University College  Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art		32
Newman University College University of London (Institutes and activities)  University of West London  Writtle College University College Falmouth  Wales, Newport, The University of  Winchester, The University of  Harper Adams University College Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art	-	29
University of London (Institutes and activities)  University of West London  Writtle College  University College Falmouth  Wales, Newport, The University of  Winchester, The University of  Harper Adams University College  Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art	<u> </u>	26
University of West London  Writtle College  University College Falmouth  Wales, Newport, The University of  Winchester, The University of  Harper Adams University College  Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art		25
Writtle College University College Falmouth  Wales, Newport, The University of  Winchester, The University of  Harper Adams University College Swansea Metropolitan University Chichester, The University of  University College Birmingham Robert Gordon University University College Plymouth St Mark and St John Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  Glasgow School of Art  25  26  27  28  29  20  20  21  22  24  25  24  24  25  24  25  26  27  27  28  29  20  20  20  21  20  20  21  20  20  21  20  20		25
Wales, Newport, The University of  Winchester, The University of  Harper Adams University College  Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art	-	25
Wales, Newport, The University of  Winchester, The University of  Harper Adams University College  Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art	University College Falmouth	24
Harper Adams University College  Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  Glasgow School of Art  100	•	24
Swansea Metropolitan University  Chichester, The University of  University College Birmingham  Robert Gordon University  University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  Glasgow School of Art  19  19  19  10  10  11  12  15  16  17  18  18  19  19  19  10  10  11  12  10  11  12  11  11  11	Winchester, The University of	23
Chichester, The University of University College Birmingham Robert Gordon University 18 University College Plymouth St Mark and St John Liverpool Institute for Performing Arts Wales (central functions), The University of Arts University College at Bournemouth 13 Central School of Speech and Drama 13 Bishop Grosseteste University College Lincoln St Mary's University College, Twickenham 12 Glasgow School of Art	Harper Adams University College	21
Chichester, The University of University College Birmingham Robert Gordon University 18 University College Plymouth St Mark and St John Liverpool Institute for Performing Arts Wales (central functions), The University of Arts University College at Bournemouth 13 Central School of Speech and Drama 13 Bishop Grosseteste University College Lincoln St Mary's University College, Twickenham 12 Glasgow School of Art	Swansea Metropolitan University	20
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University College Plymouth St Mark and St John  Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art	University College Birmingham	19
Liverpool Institute for Performing Arts  Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  Glasgow School of Art  16  17  18  19  19  10  10  10  10  10  10  10  10	Robert Gordon University	18
Wales (central functions), The University of  Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  Glasgow School of Art  15  15  16  17  17  18  18  19  19  10  10  10  10  10  10  10  10	University College Plymouth St Mark and St John	18
Arts University College at Bournemouth  Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  Glasgow School of Art  13  13  13  14  15  16  17  18  18  19  19  19  10  10  10  10  10  10  10	Liverpool Institute for Performing Arts	16
Central School of Speech and Drama  Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  Glasgow School of Art  13  13  13  14  15  16  17  17  18  18  18  19  19  19  10  10  10  10  10  10  10	Wales (central functions), The University of	15
Bishop Grosseteste University College Lincoln  St Mary's University College, Twickenham  12  Glasgow School of Art  10	Arts University College at Bournemouth	13
St Mary's University College, Twickenham  12 Glasgow School of Art  10	Central School of Speech and Drama	13
Glasgow School of Art		12
Glasgow School of Art	St Mary's University College, Twickenham	12
	Glasgow School of Art	10
Rose Brutord College 10	Rose Bruford College	10
St George's Hospital Medical School	St George's Hospital Medical School	10
		10
Royal Veterinary College 9	Royal Veterinary College	9
		9



St Mary's University College	8
UHI Millennium Institute	8
Royal College of Art	7
Norwich University College of the Arts	5
Ravensbourne	5
Courtauld Institute of Art	4
Heythrop College	4
Stranmillis University College	4
West of Scotland, The University of the	4
Royal Northern College of Music	3
School of Pharmacy	3
Edinburgh College of Art	2
Edinburgh Napier University	2
Leeds College of Music	2
Royal Academy of Music	2
Trinity University College	2
Buckingham, The University of	1
Conservatoire for Dance and Drama	1
Institute of Cancer Research	1
Royal College of Music	1



# The Managerial Support stressor - higher education

The Managerial Support stressor measures the respondent's level of stress, or well-being, relating to support from their manager at work. This 'stressor' measures the respondent's level of stress, or well-being, relating to their level of support, help and encouragement at work from their manager.

There was a total of 14,440 respondents to the UCU survey working in higher education who provided responses about managerial support. Of those respondents in HE who provided information about their job, 76.3% were academics (including teaching-only, research-only and teaching-and-research) and 23.7% were academic-related (including managers, administrators, librarians and computer staff).

The HEIs are grouped by score as follows:

Group A: UCU survey well-being highest 20 / stress level lowest 20

Group B: UCU survey average or above average well-being / average or below average stress level

Group C: Below UCU survey average well-being / above average stress level

Group D: UCU survey well-being lowest 20 / stress level highest 20

Stressor score range: 1.00 = lowest well-being / highest stress, 5.00 = highest well-being / lowest stress.

Managerial Support range, UCU 2012 survey: HEI highest score 3.32; lowest score 2.53. Managerial Support: 2012 UCU HE respondents' mean average: 2.91; 2008 UCU HE respondents' mean average 2.94. Health and Safety Executive 2008 mean average for British working population <sup>2</sup>: 3.68.

The Top and/or Bottom 20 may include more than 20 HEIs where there is a tied position.

#### **Managerial Support – the statements**

- I am given supportive feedback on the work I do.
- I can rely on my line manager to help me out with a work problem.
- I can talk to my line manager about something that has upset or annoyed me at work.
- I am supported through emotionally demanding work.
- My line manager encourages me at work.

<sup>&</sup>lt;sup>2</sup> HSE (2008) Psychosocial Working Conditions in Britain in 2008, pp 26-27. The 'not target' group.



UCU 2012 stress survey - HE Peer and Managerial Support

MANAGERIAL SUPPORT STRESSOR - Higher Education	
No HEI scores for the Managerial Support stressor out of a total of 95 HEIs were above the HSE 2008 average of 3.68.	
UCU HE 2012 average = 2.91 (N=14,440)	
1.00 = lowest well-being (or highest stress), 5.00 = highest well-being (or lowest stress). Within each group, HEIs are ranked alphabetically.	
N = number of respondents. Averages are not shown where there were fewer than 53 respondents at a HEI.	N
Group A: UCU survey well-being highest 20 / stress level lowest 20	
(Range of averages 3.007 to 3.319)	07
Birmingham City University	87
Bristol, The University of	185
Cumbria, University of Edinburgh, The University of	67
Imperial College of Science, Technology and Medicine	280 83
Institute of Education	68
Leeds, The University of	409
Leicester, The University of	166
London School of Hygiene and Tropical Medicine	64
Newcastle-upon-Tyne, The University of	247
Northampton, The University of	81
Open University	364
Oxford, The University of	225
Plymouth, The University of	148
Sheffield Hallam University	153
Sheffield, The University of	218
Strathclyde, The University of	163
Westminster, The University of	79
York St John University	65
York, The University of	148
Group B: UCU survey average or above average well-being / average or	140
below average stress level (range of averages: 2.915 to 3.006)	
Aberdeen, The University of	150
Aberystwyth University	134
Aston University	53
Bath, The University of	87
Brighton, The University of	99
Cambridge, The University of	143
City University	108
Cranfield University	88
Durham, University of	162
East Anglia, The University of	110
Essex, The University of	98
Goldsmiths College	59
Heriot-Watt University	84
Keele, The University of	80
1	1



MANAGERIAL CURRORT CERECCOR	
MANAGERIAL SUPPORT STRESSOR - Higher Education	
No HEI scores for the Managerial Support stressor out of a total of 95 HEIs were above the HSE 2008 average of 3.68.	
UCU HE 2012 average = 2.91 (N=14,440)	
1.00 = lowest well-being (or highest stress), 5.00 = highest well-being (or lowest stress). Within each group, HEIs are ranked alphabetically.	
N = number of respondents. Averages are not shown where there were fewer than	
53 respondents at a HEI.	N
King's College London	167
Lancaster, The University of	141
Liverpool, The University of	274
London School of Economics and Political Science	141
Manchester, The University of	458
Northumbria at Newcastle, The University of	121
Nottingham, The University of	213
Oxford Brookes University	68
Portsmouth, The University of	110
Reading, The University of	116
Royal Holloway and Bedford New College	99
School of Oriental and African Studies	53
Southampton, The University of	193
Surrey, The University of	101
Sussex, The University of	174
University College London	273
Wolverhampton, The University of	130
Group C: Below UCU survey average well-being / above average stress	
level (range of averages: 2.780 to 2.909)	
Bangor University	66
Birkbeck College	78
Bournemouth University	93
Bradford, The University of	106
Canterbury Christ Church University	71
Cardiff University	172
De Montfort University	124
Dundee, The University of	120
Exeter, The University of	166
Glamorgan, University of	81
Hertfordshire, University of	82
Kent, The University of	184
Kingston University	85
Leeds Metropolitan University	144
Lincoln, The University of	64
Liverpool John Moores University	125
Loughborough University	157
Manchester Metropolitan University	141
Nottingham Trent University	206



#### MANAGERIAL SUPPORT STRESSOR - Higher Education No HEI scores for the Managerial Support stressor out of a total of 95 HEIs were above the HSE 2008 average of 3.68. UCU HE 2012 average = 2.91 (N=14,440)1.00 = lowest well-being (or highest stress), 5.00 = highest well-being (or lowest stress). Within each group, HEIs are ranked alphabetically. N = number of respondents. Averages are not shown where there were fewer than 53 respondents at a HEI. Ν Staffordshire University 63 Sunderland, The University of 75 116 Swansea University University of the West England, Bristol 118 Warwick, The University of 220 Group D: UCU survey well-being lowest 20 / stress level highest 20 (range of averages: 2.530 to 2.778) Anglia Ruskin University 71 Birmingham, The University of 208 **Brunel University** 99 139 Central Lancashire, The University of Coventry University 53 Derby, University of 82 East London, The University of 92 Glasgow, The University of 227 88 Greenwich, The University of Hull, The University of 88 London Metropolitan University 125 London South Bank University 93 Queen Mary and Westfield College 141 235 Queen's University of Belfast Salford, The University of 189 St Andrews, The University of 78 Stirling, The University of 85 Teesside, The University of 86 Ulster, University of 171 University of the Arts, London 100



Data from the following HEIs were not used in this report because there were 52 or fewer respondents from them:

HEI	Number of
Glyndwr University	respondents
Huddersfield, The University of	49
Queen Margaret University, Edinburgh	49
Roehampton University	49
<u> </u>	
Bedfordshire, University of	47
Glasgow Caledonian University	47
Middlesex University	46
University for the Creative Arts	46
Buckinghamshire New University	45
Gloucestershire, University of	44
Abertay Dundee, University of	43
Bolton, The University of	43
Edge Hill University	43
Southampton Solent University	43
Chester, University of	42
Worcester, The University of	41
Leeds Trinity University College	37
University of Wales Institute, Cardiff	37
Liverpool Hope University	36
University Campus Suffolk	32
Bath Spa University	29
University of West London	28
Newman University College	26
University of London (Institutes and activities)	25
Writtle College	25
University College Falmouth	24
Wales, Newport, The University of	24
Winchester, The University of	23
Harper Adams University College	21
Swansea Metropolitan University	20
Robert Gordon University	19
University College Plymouth St Mark and St John	19
Chichester, The University of	18
University College Birmingham	18
Wales (central functions), The University of	16
Liverpool Institute for Performing Arts	15
Arts University College at Bournemouth	13
Central School of Speech and Drama	13
Bishop Grosseteste University College Lincoln	12
St Mary's University College, Twickenham	12
Glasgow School of Art	11
Rose Bruford College	10



HEI	Number of
HEI	respondents
St George's Hospital Medical School	10
Trinity Laban Conservatoire of Music and Dance	10
Royal Veterinary College	9
St Mary's University College	9
UHI Millennium Institute	8
Wales, Lampeter, The University of	8
Royal College of Art	7
Norwich University College of the Arts	5
Ravensbourne	5
Courtauld Institute of Art	4
Heythrop College	4
Stranmillis University College	4
West of Scotland, The University of the	4
School of Pharmacy	3
Edinburgh College of Art	2
Edinburgh Napier University	2
Leeds College of Music	2
Royal Academy of Music	2
Royal Northern College of Music	2
Trinity University College	2
Buckingham, The University of	1
Conservatoire for Dance and Drama	1
Institute of Cancer Research	1
London Business School	1
Royal College of Music	1

