City of Rosemount Employee Stress and Wellness Assessment

Prepared by
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On behalf of
The City of Rosemount

With support from
Resilient Communities Project
University of Minnesota
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Review of Goals and Deliverables

- Goals
  - help the city determine the degree to which stress is an issue among its employees
  - how stress impacts employee health and performance
  - strategies and tools available to address these issues

- Deliverables
  - An anonymous online and paper survey that could be sent to employees to assess stress-related needs and concerns
  - Deidentified aggregate results from survey
  - Recommendations to city management and elected officials regarding how to address employees’ stress-related needs
Overview of Survey Content

- Work stressors
- Personal stressors
- Mental and physical health symptoms
  - Relations among stressors and symptoms
- Ideas re: services city could provide
Response Rate

- Surveys completed by 56/76 full-time employees
  - 74%
  - Same rate as last survey
- Surveys completed between November 19 and November 26, 2014
Demographic Information

- Years worked for City of Rosemount
  - 1 or less: 6%
  - 2 to 9 years: 39%
  - 10 to 19 years: 33%
  - 20 or more years: 22%

- 80% were aware of confidential EAP program
- 46% were involved with the City’s current wellness program
Part 1: Work Stress

- One general question re: work stress
- 6 questions re: specific sources of work stress
- Other work stressors (open ended)
- Open ended question re: what city could do to make your work less stressful

Instructions: Answer with regard to how you have typically felt over the past month
How often have you felt “stressed” by your work? (Stress = demands on you exceed your coping resources)

Response Frequencies

- Not at all: 11
- A little bit: 61
- Somewhat often: 20
- Quite a bit: 5
- Very often: 4

Percentages

- Not at all: 9%
- A little bit: 61%
- Somewhat often: 20%
- Quite a bit: 5%
- Very often: 4%
How often have each of the following been a source of stress for you?

Mean scores on each item

<table>
<thead>
<tr>
<th>Item</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisors</td>
<td>2.4</td>
</tr>
<tr>
<td>Coworkers</td>
<td>2.3</td>
</tr>
<tr>
<td>Work interfering with personal life</td>
<td>2.2</td>
</tr>
<tr>
<td>Not enough time to get work done</td>
<td>1.9</td>
</tr>
<tr>
<td>Work tasks unclear</td>
<td>1.9</td>
</tr>
<tr>
<td>Not enough flexibility</td>
<td>1.6</td>
</tr>
</tbody>
</table>
Other Stressors

- Only 6 responses (11%)
  - 2 mentioned negativity among employees
  - 2 mentioned uneven workload/people not doing their work
  - 1 mentioned conflicting demands or priorities from different supervisors
  - Others were related to work environment or equipment (e.g., computers and other technology not working properly)
How much have you been bothered by any of the following problems? (Physical health)

- Pain in Arms, Legs, or Joints: 1.9
- Back Pain: 1.7
- Headaches: 1.7
- Stomach or Bowel Problems: 1.4
- Chest Pain or Shortness of Breath: 1.2
- Dizziness: 1.2

Mean Scores:
- Not at all
- A little bit
- Somewhat
- Very much
- Completely
How much have you been bothered by any of the following problems? (Mental health)

- Feeling Tired or Having Low Energy: 2.1
- Feeling Overwhelmed: 2
- Trouble Sleeping: 1.8
- Feeling Nervous or Anxious: 1.8
- Lack of Interest or Motivation: 1.7
- Feeling Depressed or Sad: 1.509
Correlations Between Specific Sources of Work Stress and Physical and Mental Health Symptoms

- Supervisors: 0.34
- Coworkers: 0.33
- Personal/work life interference: 0.34
- Not enough time to get work done: 0.4
- Unclear work tasks: 0.19
- Not enough flexibility: 0.22

Specific Stressor
Part 2: Personal Stress

- Same design as work stress
  - One general question
  - 6 questions on specific sources of personal stress
  - Other personal stressor (open ended)
  - Open-ended re: services city could provide to help you cope with stress
- Instructions: Answer with regard to how you have typically felt over the past month.
How often have you felt “stressed” by your personal life?

Response Frequencies

- Not at All: 9
- A Little Bit: 60
- Some What Often: 23
- Quite a Bit: 7
- Very Often: 2

Percentages: Not at All 10, A Little Bit 60, Some What Often 23, Quite a Bit 7, Very Often 2
How often have each of the following been a source of stress for you?

- Money Concerns: 2.4
- Balancing work and personal life: 2.3
- Health problems affecting family: 1.9
- Relationship with significant other: 1.8
- Relationships with family: 1.8
- Personal health concerns: 1.7
Other personal stressors

- Only four responses most of which were represented in the questions re: specific stressors (e.g., balancing work and personal life)
Correlations between Specific Sources of Personal Stress and Mental and Physical Health Symptoms

- Balancing Work and Personal Life: 0.45
- Money: 0.45
- Personal Health: 0.29
- Relationship with SO: 0.27
- Health Problems Family: 0.25
- Relationship with Family: 0.24
What could your employer do to make work less stressful?

- 12 Responses (21%)
- Major categories
  - Six mentioned a need for greater clarity and communication when expressing goals, policies, and work expectations
  - Three mentioned holding people accountable for their work, making sure people understand work expectations, and evaluation of work/task distribution
  - Others mentioned eliminating job road blocks, greater independence when working, hiring more full-time staff, being allowed to wear casual clothing, acquiring fitness equipment, and promoting team-building activities
What services could your employer provide that would help you cope with the stress in your life?

- 10 responses (18%)

**Major categories**

- 4 mentioned fitness programs or access to fitness facilities
- 2 mentioned stress management seminars or resources
- Others mentioned a need to work less in order to spend time with family, bringing fun to the workplace, and money and time management resources
How confident are you that the City will make changes based on these data?

55
27
16
2
0
0
Not at all
A little bit
Somewhat
Quite a bit
Very much

Percentages

Confidence
Summary

- Top sources of work stress
  - Supervisors and coworkers
- Highest correlation between work stressors and symptoms
  - Not having enough time to get work done
- Top sources of personal stress and highest correlations with symptoms
  - Balancing work and family life
  - Concerns about money
- Most common symptoms
  - Fatigue
  - Feeling overwhelmed

Low morale???
# Recommendations?

<table>
<thead>
<tr>
<th>Source of stress</th>
<th>Intervention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coworkers/supervisors</td>
<td>Team building?</td>
</tr>
<tr>
<td>Not enough time to get work done/</td>
<td>Stress management</td>
</tr>
<tr>
<td>overwhelmed/fatigue</td>
<td>Time management</td>
</tr>
<tr>
<td>Balancing work and family</td>
<td>Stress management</td>
</tr>
<tr>
<td></td>
<td>Time management</td>
</tr>
<tr>
<td>Concerns about money</td>
<td>Money management</td>
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