

PSA workload survey

Initial findings

Background

In December 2008 and again in January 2009, PSA members were invited through *Noticeboard* to respond to an online survey on workloads. The survey sought to:

- Identify whether members are facing growing workload pressure, how widespread this is, and why it is happening
- provide baseline information so that comparisons can be made on an annual basis to see if the situation is improving or getting worse
- provide information to support the PSA's campaign for decent jobs and good workplaces.

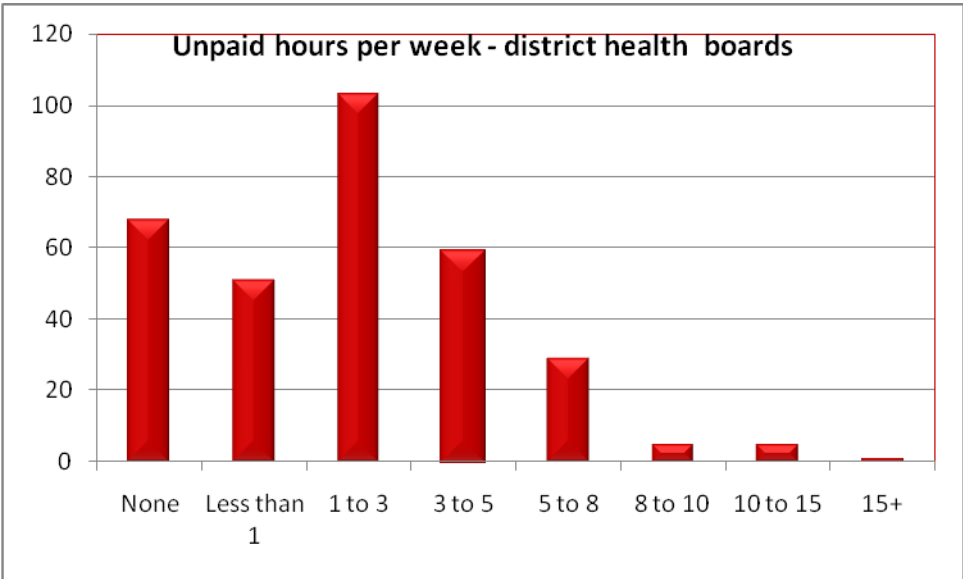
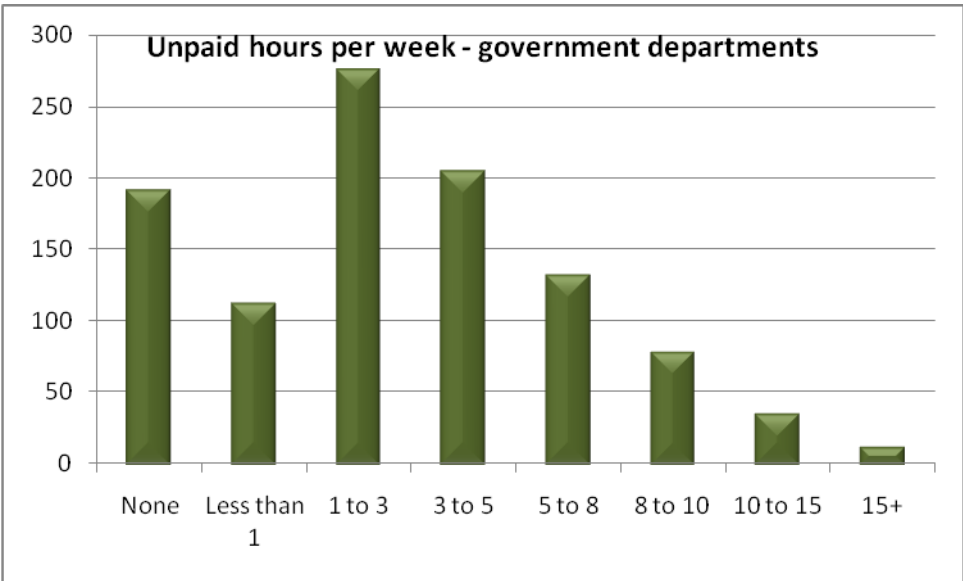
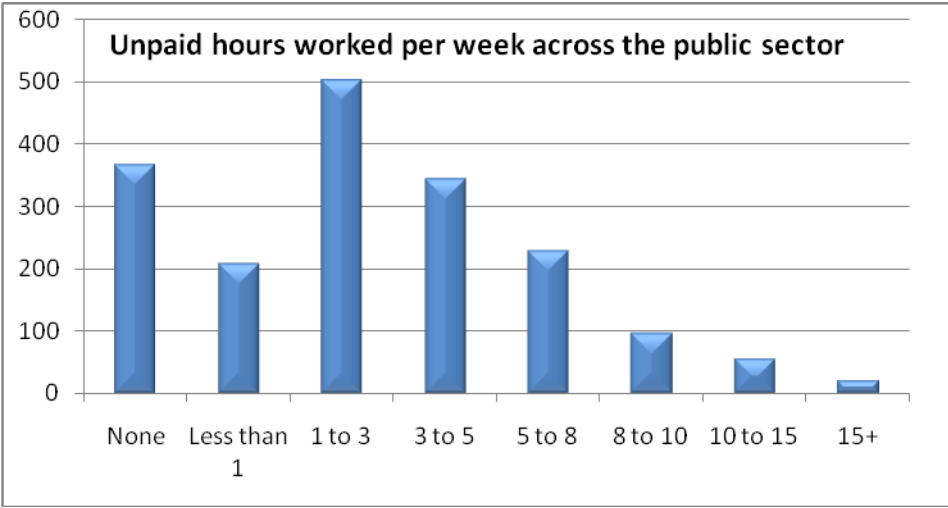
Survey validity

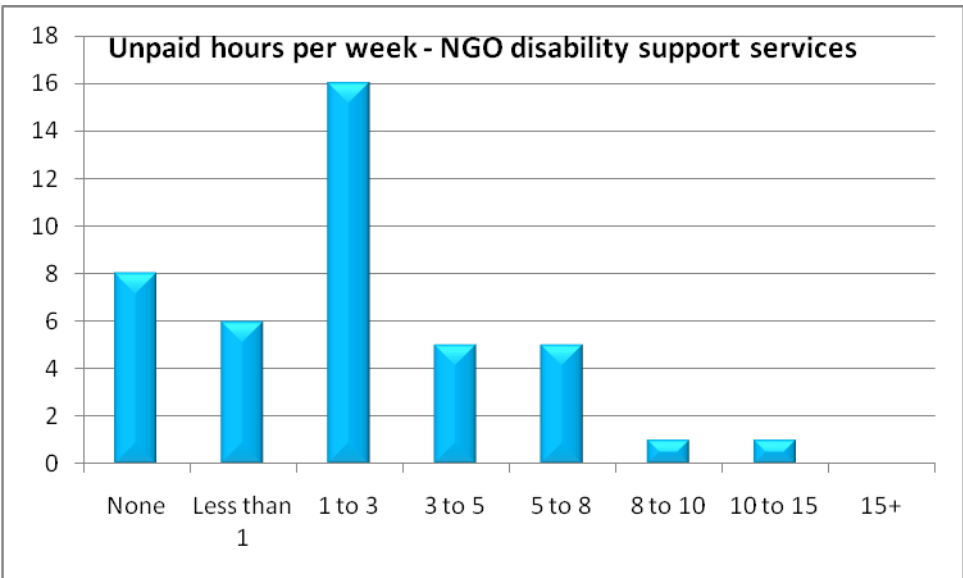
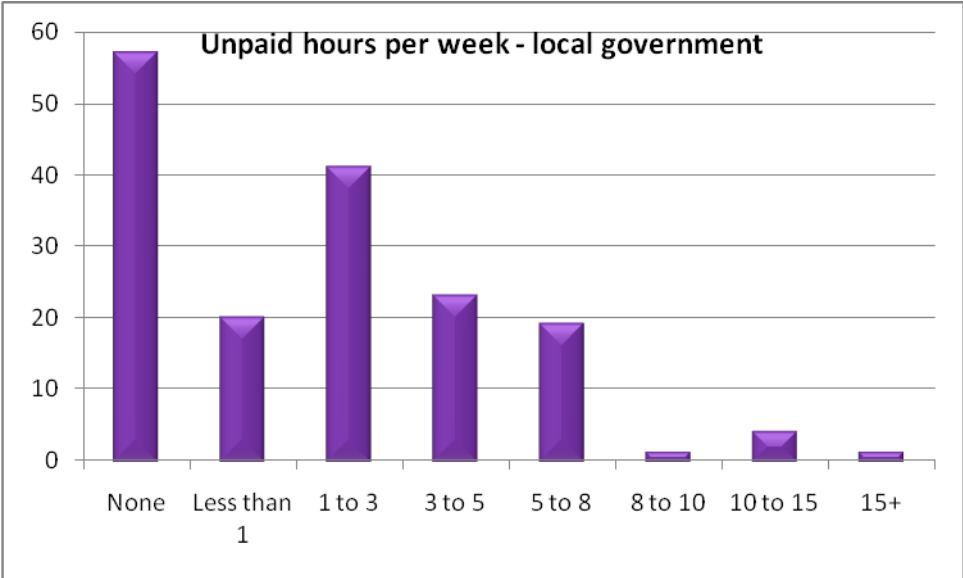
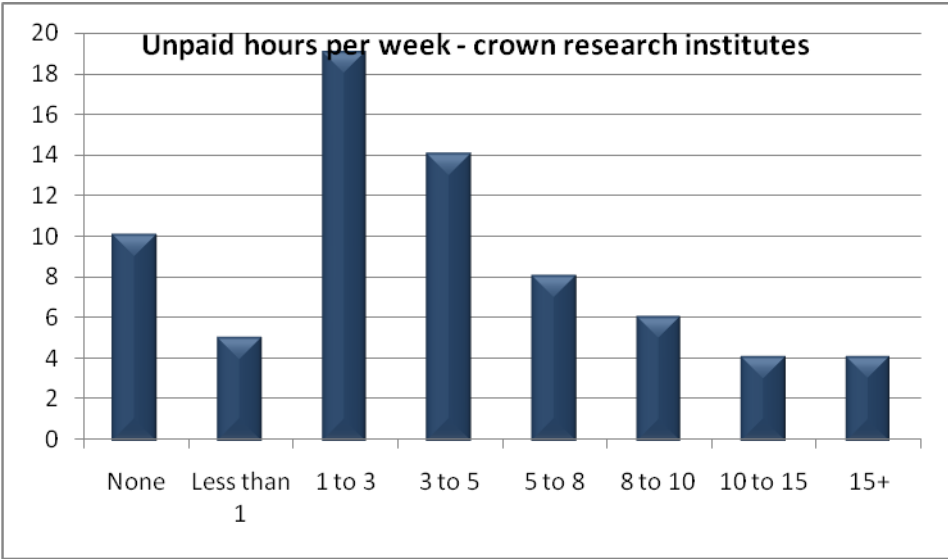
The survey was completed by 1847 members. It recognises that:

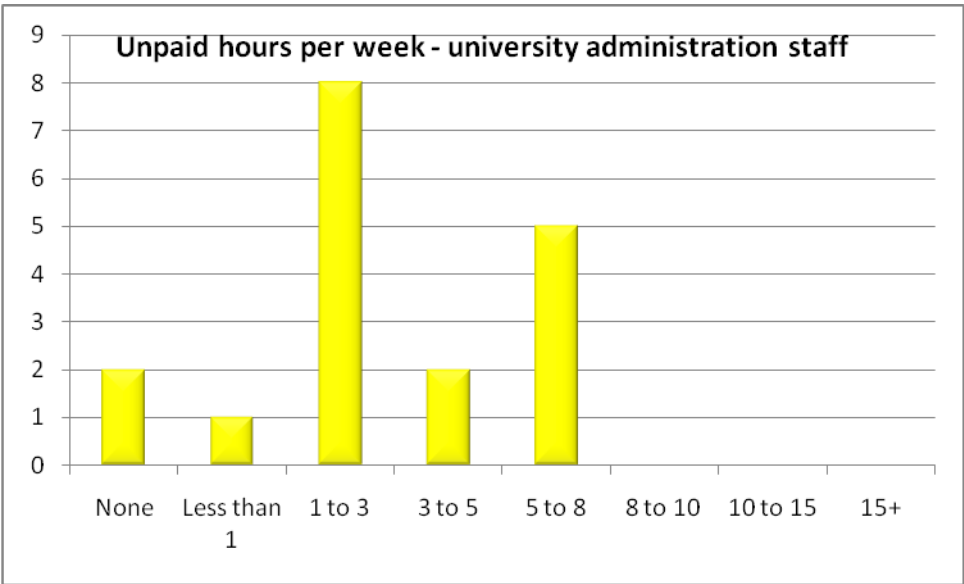
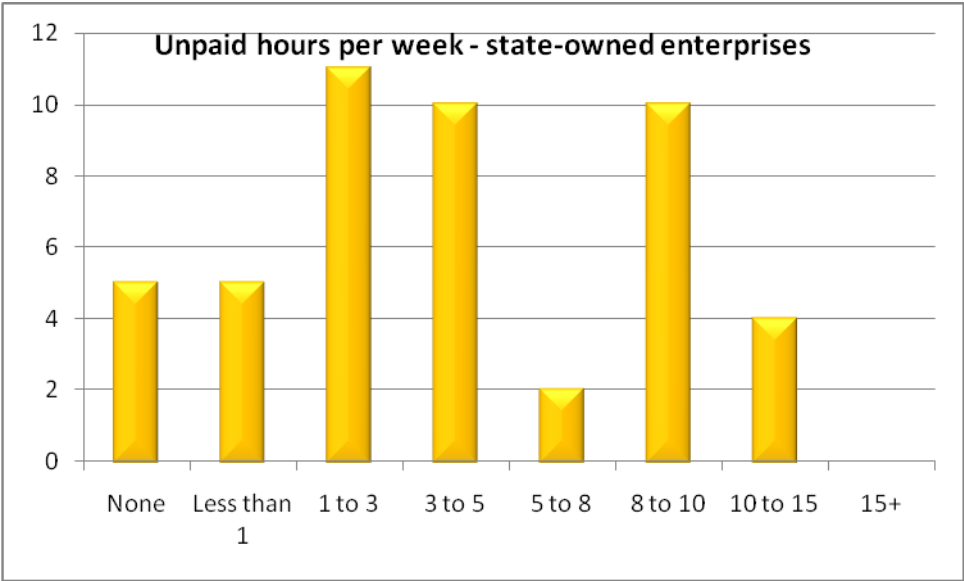
- respondents were self-selecting
- members for whom we do not have email addresses would not have received the survey which may have weighted it towards office-based workers.

Initial findings

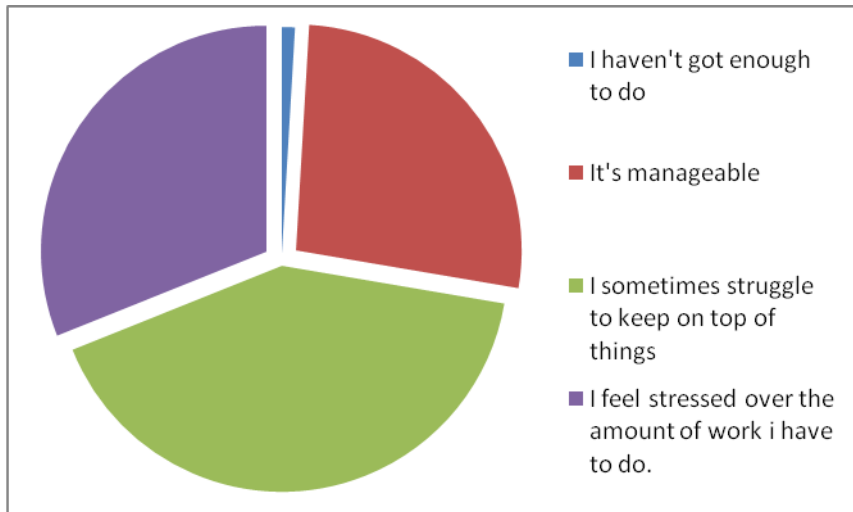
This report presents the initial findings in graph form. They provide stark evidence of an over-worked public sector workforce. Further analysis of the data will be undertaken to enrich the information on workload pressure in the public sector.



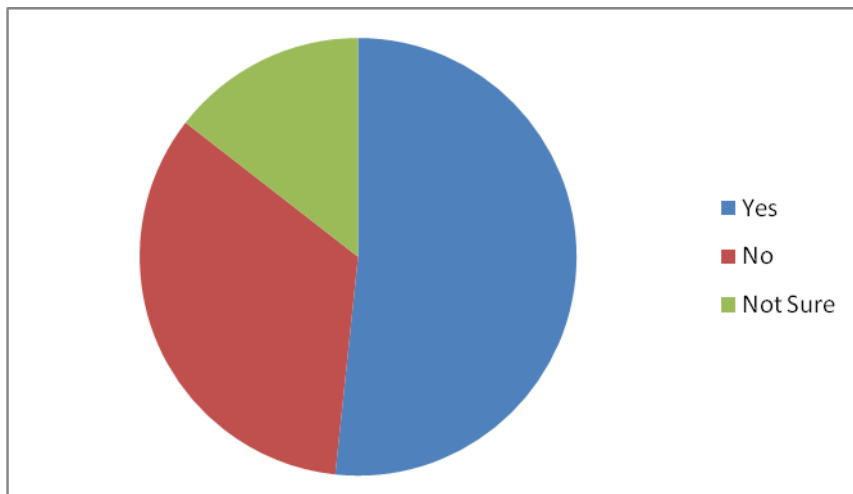




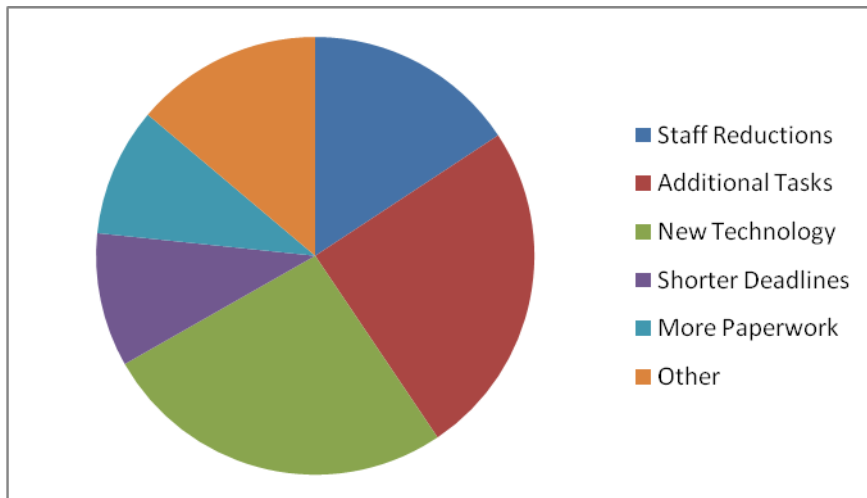
How people feel about their workload



Does workload affect family and other responsibilities outside work



What contributes to excessive workloads



Other factors

The other factors most commonly identified by members as contributing to workload pressure are:

Staff shortages

- not enough staff employed to deal with the workload
- delays in filling vacancies
- lack of cover for people on long-term leave
- high turnover
- difficulties in recruiting suitable staff
- lack of admin support

Bigger caseloads

- cases more complex
- more crisis situations
- rising public expectations

Poor management

- changing priorities
- inadequate planning and processes
- inadequate support
- under-qualified staff appointed

Paperwork / form filling

- time spent on performance-pay system
- more reporting demands

Inadequate resources

- not enough computers
- outdated systems