

**Ban Bullying At Work - Online Survey (November 5th 2008).
2007 - 2008
10,000 participants**

	%
WHAT IS YOUR SEX?	
Male	28.50%
Female	71.50%

HOW OLD ARE YOU?	
16 - 24	5.40%
25 - 34	21.40%
35 - 44	34.30%
45 - 54	28.60%
55 - 70	10.30%

WHAT DO YOU CONSIDER YOUR ETHNIC ORIGIN TO BE?	
Bangladeshi	0.30%
Black African	0.90%
Black Caribbean	1.30%
Black Other	0.30%
Chinese	0.40%
Indian	1.70%
Pakistani	0.40%
White	90.50%
Other	4.00%

WHAT ARE YOUR CONTRACTED HOURS?	
Full-time	85.00%
Part-time	15.00%

WHAT IS YOUR CONTRACT?

Permanent	92.30%
Short-term	5.90%
Sub-contracted	1.70%

HOW LONG HAVE YOU BEEN IN YOUR CURRENT JOB?

Under 1 year	15.50%
1 - 3 years	27.60%
4 - 5 years	12.20%
More than 5 years	44.70%

DO YOU FEEL THAT YOU HAVE BEEN BULLIED?

No	7.90%
Yes	92.10%

WHO BULLIED YOU?

A Director	16.00%
A manager other than my immediate manager	26.50%
My immediate manager	49.00%
My supervisor	13.70%
A Colleague	31.00%
Someone that I manage	4.70%

WHAT FORM DID THE BULLYING TAKE?

	Now and then	Several times a month	Several times a week	Almost daily
I was subjected to verbal abuse	48.60%	19.90%	14.50%	17.00%
I was subjected to physical abuse	88.30%	3.30%	3.30%	5.00%
I was subjected to humiliation and/or ridicule	35.40%	29.10%	18.30%	17.20%
Some of my responsibilities were taken away without proper explanation	44.70%	27.10%	11.70%	16.50%
I was given unsuitable tasks or tasks which are below my level of competence	34.70%	24.60%	18.50%	22.20%
I was unfairly refused leave or time off	71.80%	15.20%	4.80%	8.30%

Information was unreasonably withheld from me	31.40%	28.10%	15.90%	24.60%
I was unfairly criticised	27.30%	29.90%	19.80%	23.00%
I was subjected to intimidating behaviour	31.00%	24.80%	18.90%	25.30%
I was the subject of malicious lies and/or accusations	39.40%	24.50%	15.60%	20.50%
I was given unrealistic/unreasonable targets and/or workload	29.80%	22.90%	20.20%	27.10%
I was prevented from going on training and development programmes	60.50%	18.10%	7.50%	13.90%
My attempts at promotion were blocked	60.50%	16.70%	4.80%	18.00%
My opinions and views were ignored	24.00%	26.80%	17.20%	32.00%
My decisions were unreasonably overruled	28.80%	27.20%	17.40%	26.60%
I was subjected to an unreasonable level of monitoring	23.00%	20.20%	15.60%	41.20%
I was excluded from meetings that I should have attended	46.00%	25.10%	12.50%	16.40%
I was excluded from social events	61.90%	18.20%	6.00%	13.90%

WHY DO YOU THINK YOU WERE YOU BULLIED?

Because of my age	13.00%
Because I am a part-timer	4.60%
Because I am on a temporary contract	2.20%
Because of my disability	4.60%
Because of my gender	12.60%
Because of my race	5.00%
Because of my religious beliefs	1.80%
Because of my sexual orientation	2.10%
Because of a personality clash	41.90%

HOW DID THE BULLYING AFFECT YOU?

It affected the quality of my work	58.00%
It made me worry about coming to work	78.00%
I had to take time off work	40.20%
I became irritable	58.00%
I suffered from anxiety and panic attacks	51.90%
I became depressed	62.30%
It affected my health	56.30%

It affected my sleep	71.70%
It affected my self-esteem	76.00%
It affected my confidence	77.90%
It Increased my alcohol/tobacco consumption	31.00%

WHAT DID YOU DO ABOUT THE BULLYING?

I confronted the bully	28.30%
I spoke with my union/staff association representative	29.90%
I spoke with someone in the HR (Personnel) department	29.60%
I spoke with a senior manager	35.20%
I spoke with my immediate manager	30.70%
I talked about it with my colleagues	55.10%
I talked about it with my family and/or friends	64.40%
I made an informal complaint	23.30%
I made a formal complaint	27.90%
I saw my doctor about it	35.40%
I took legal advice	13.60%
I contacted an external agency	7.00%
I started looking for another job	47.30%

DID ANY OF THESE ACTIONS DEAL WITH THE PROBLEM?

Yes	6.70%
In part	32.70%
No	38.50%
It made the situation worse	22.10%

IF YOU MADE A FORMAL COMPLAINT AND YOUR ORGANISATION HAS SPECIFIC POLICIES AND PROCEDURES ON BULLYING, WERE THEY PROPERLY FOLLOWED IN YOUR CASE?

Yes	11.00%
No	47.80%
Don't know	41.10%

IF YES, HOW EFFECTIVE WERE YOUR ORGANISATION'S POLICIES AND PROCEDURES IN DEALING WITH YOUR CASE?

Effective - the problem was solved	3.20%
In part - the problem is not as bad as it was	9.20%
Ineffective - the problem has not been solved	29.30%
Worse than ineffective - made the situation worse	30.70%
Not Sure	27.60%

HAVE YOU WITNESSED ANY BULLYING?

No	30.40%
Yes	69.60%

WHO DID THE BULLYING?

A Director	11.70%
A manager other than my immediate manager	19.30%
The target's immediate manager	29.60%
The target's supervisor	12.40%
A Colleague	23.60%
Someone that I manage	2.00%

WHAT FORM DID THE BULLYING TAKE?

	Now and then	Several times a month	Several times a week	Almost daily
They subjected someone to verbal abuse	36.70%	26.90%	18.20%	18.20%
They subjected someone to physical abuse	76.40%	7.20%	6.70%	9.70%
They subjected someone to humiliation and/or ridicule	31.90%	27.30%	21.10%	19.60%
They took someone's responsibilities away without proper explanation	34.40%	23.20%	22.50%	19.90%
They gave someone unsuitable tasks or tasks which are below that person's level of competence	32.70%	21.70%	22.70%	22.90%
They unfairly refused someone leave or time off	54.50%	18.50%	13.10%	14.00%
They unreasonably withheld information from someone	27.90%	26.40%	21.20%	24.50%
They unfairly criticised someone	21.80%	26.40%	23.80%	28.00%

They subjected someone to intimidating behaviour	27.60%	24.30%	22.00%	26.20%
They subjected someone to malicious lies and/or accusations	32.10%	20.70%	21.70%	25.50%
They gave someone unrealistic/unreasonable targets and/or workload	26.10%	22.80%	22.40%	28.70%
They prevented someone from going on training and development programmes	48.70%	20.80%	12.10%	18.40%
Their attempts at promotion were blocked	54.90%	16.20%	7.70%	21.20%
They ignored someone's opinions and views	21.80%	25.90%	20.60%	31.70%
They unreasonably overruled someone's decisions	23.30%	23.50%	23.10%	30.10%
They subjected someone to an unreasonable level of monitoring	19.00%	19.50%	21.90%	39.60%
They excluded someone from meetings that that person should have attended	35.20%	24.00%	16.20%	24.60%
They excluded someone from social events	49.20%	18.10%	11.70%	21.10%

WHY DO YOU THINK THEY WERE YOU BULLIED?

Because of their age	10.90%
Because they are a part-timer	4.30%
Because they are on a temporary contract	3.10%
Because of their disability	3.20%
Because of their gender	7.00%
Because of their race	5.10%
Because of their religious beliefs	1.30%
Because of their sexual orientation	2.00%
Because of a personality clash	30.90%
Other	19.30%

HAVE YOU PERSONALLY EXPERIENCED ANY OF THESE BEHAVIOURS?

	Now and then	Several times a month	Several times a week	Almost daily
I was subjected to verbal abuse	50.10%	18.90%	12.90%	18.00%
I was subjected to physical abuse	78.00%	7.80%	6.00%	8.30%
I was subjected to humiliation and/or ridicule	39.40%	22.90%	17.80%	19.90%
Some of my responsibilities were taken away without proper explanation	43.00%	25.30%	13.90%	17.70%
I was given unsuitable tasks or tasks which are below my level of competence	35.80%	23.90%	16.10%	24.10%

I was unfairly refused leave or time off	65.90%	15.40%	6.40%	12.40%
Information was unreasonably withheld from me	35.10%	24.20%	17.60%	23.00%
I was unfairly criticised	31.50%	24.50%	18.20%	25.80%
I was subjected to intimidating behaviour	34.70%	21.70%	14.70%	28.90%
I was the subject of malicious lies and/or accusations	39.00%	21.30%	15.20%	24.50%
I was given unrealistic/unreasonable targets and/or workload	29.90%	21.60%	20.70%	27.90%
I was prevented from going on training and development programmes	59.10%	18.00%	6.70%	16.30%
My attempts at promotion were blocked	59.00%	14.60%	5.60%	20.80%
My opinions and views were ignored	29.30%	23.80%	16.90%	30.00%
My decisions were unreasonably overruled	28.70%	25.90%	18.90%	26.50%
I was subjected to an unreasonable level of monitoring	26.20%	19.80%	13.30%	40.80%
I was excluded from meetings that I should have attended	44.50%	24.00%	13.20%	18.30%
I was excluded from social events	57.20%	18.10%	7.90%	16.80%

DOES YOUR ORGANISATION HAVE SPECIFIC POLICIES AND PROCEDURES ON BULLYING?

Yes	66.50%
No	13.40%
Don't know	20.10%

IF YOU KNOW THAT YOUR ORGANISATION DOES HAVE POLICIES AND PROCEDURES ON BULLYING, DO YOU KNOW WHAT THEY ARE?

No	39.50%
Yes	60.50%

IF YOU HAD TO COMPLAIN ABOUT BEING BULLIED HOW CONFIDENT DO YOU FEEL THAT THE PROBLEM WOULD BE SOLVED?

Very confident	2.40%
Quite confident	9.20%
Not very confident	25.10%
Not confident at all	59.30%
Not sure	4.10%

HAVE YOU CONSIDERED USING THE GRIEVANCE PROCEDURE IN THE LAST TWELVE MONTHS?

No	39.70%
Yes	60.30%

IF YOU WERE TAKING A GRIEVANCE HOW WOULD YOU FEEL ABOUT THE PROCESS?

People don't get accurate information	3.20%
I would be worried about my future career	32.50%
Investigations would be fair to everyone	3.50%
I do not have any confidence in the HR department	23.80%
I do not feel that my managers are impartial	30.50%
The sanctions for bullying are too low	6.50%

IS BULLYING/HARASSMENT AT WORK?

A very serious problem	56.20%
A serious problem	33.10%
A minor problem	9.60%
A non-existent problem	1.10%

WHAT ARE THE MAIN SOURCES OF BULLYING/HARASSMENT?

From your line managers	56.80%
From senior managers	46.40%
From colleagues	42.20%
From the public (clients, patients, customers and so on)	12.20%
From visitors	3.10%
From contractors' staff	1.70%

HAVE YOU OR OTHER STAFF IN YOUR AREA EVER HAD TIME OFF WORK BECAUSE OF BULLYING/HARASSMENT?

No	26.20%
Yes	73.80%

HAVE ANY STAFF LEFT THEIR JOB BECAUSE OF BULLYING/HARASSMENT AT WORK?

No	29.10%
Yes	70.90%

WHAT DO YOU THINK CAUSES BULLYING/HARASSMENT?

Stressed managers	4.90%
Stressed colleagues	3.50%
Excessive workloads	3.20%
Pressure to meet deadlines	1.80%
Pressure to meet work targets	2.40%
Staff shortages	2.40%
Pressure not to take sick leave	0.60%
Inadequate training for managers	7.20%
Inadequate training for staff	1.80%
Poor management	48.70%
Performance approach	2.70%
Workers scared to report it	20.70%

DO YOU HAVE ACCESS TO VOLUNTEER HARASSMENT ADVISERS?

No	81.60%
Yes	18.40%

IF YES, HOW EFFECTIVE ARE THEY?

Very Effective	11.60%
Sometimes Effective	40.70%
Useless	47.80%