Australian University Staff 2020 - 2023

Work, Digital Stress and Wellbeing Survey

Overall Report

Data collected by the Psychosocial Safety Climate Global Observatory, University of South Australia
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Report built by Daniel Neser

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Introduction

This data-driven visual report is compiled to present four years (2020 - 2023) of surveys from Australian universities, revealing a picture of workplace climate for worker psychological health and wellbeing.

The report introduces and presents the key metrics by which individual and workplace conditions can be assessed. In many ways and metrics, the university sector is letting its staff down.

The study has analysed many aspects of working life for university staff, and this report features a detailed breakdown of responses per question. Individual university scores couldn't be included in the report.

This is a static version of an interactive dashboard.

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Main Pages

Scales

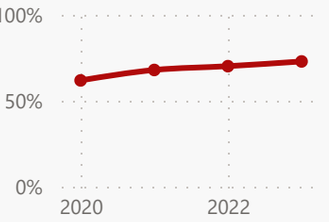
Highlighted Measures

The findings for the key variables are summarised below. For a more detailed summary and citation of each of these scales, refer to the scale summary pages. Benchmarks are listed in the appendix. Work pressure was not measured in 2023.

Psychosocial Safety Climate is the institutional climate for worker psychological health. A poor PSC score indicates individuals are at high risk of mental injury stemming from work conditions. Overall, two thirds of respondents were at high risk or above for poor psychosocial safety climate.

67.06%

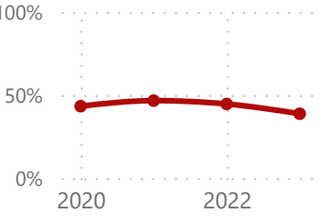
High and Very High Risk



Psychological Distress or the K10 scale asks about the frequency an individual suffers from the symptoms of psychological distress, including tiredness, nervousness and depressive symptoms. According to cut-offs, over two in five university staff reported high or very high distress.

43.91%

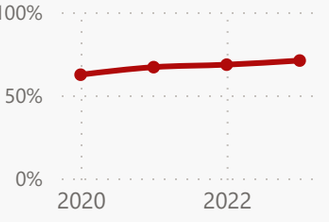
High And Very High Distress



Emotional Exhaustion is a subscale of the Burnout Assessment Tool and measures the emotional drain of work and conditions on the job. According to cut-offs, two thirds of university staff reported high or very high exhaustion.

66.28%

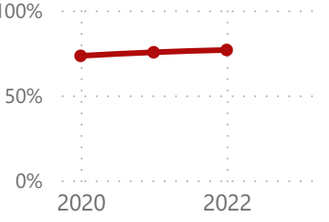
High and Very High Exhaustion



Work Pressure measures the strain an individual faces when on the job. It captures the speed, intensity and demands of tasks as part of the experience of working. About three quarters of university staff reported that work pressure was high.

74.84%

Having High Work Pressure



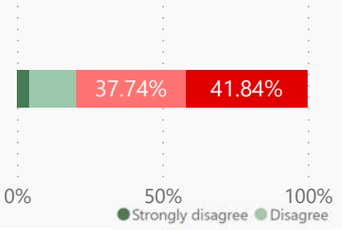
Highlighted Measures

More key findings are summarised below. For a more detailed summary and citation of each of these scales, refer to the scale summary pages. Benchmarks are listed in the appendix. The items assessing the impact of restructuring and cost cuts were only measured in 2023.

Participants in 2023 were asked assess the statement: "**In your university, there have been significant changes such as restructuring, downsizing and layoffs that have significantly affected your job.**" Just under four in five agreed or strongly agreed with the statement.

79.58%

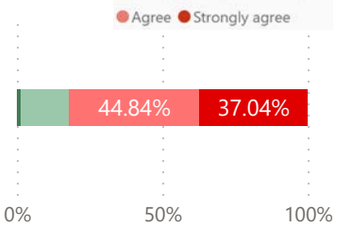
Impacted by Restructures



Participants in 2023 were asked assess the statement: "**In your university, new policies and procedures designed to cut costs are constantly being introduced where you work.**" Over four in five agreed or strongly agreed with the statement.

81.88%

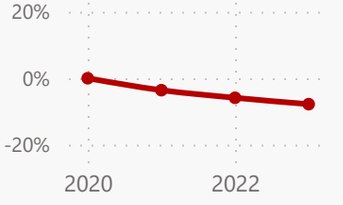
Impacted by Cost Cutting



Engagement measures an individual's vigour, dedication and absorption in relation to their work. Engagement has fallen steadily since 2020.

-5.39%

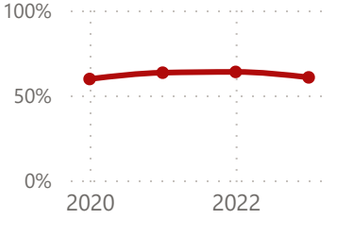
Engagement since 2020



Work-Family Conflict measures the impact that work demands have on family and home life, including duties at home. Around three in five university staff report work conflicting with family and home life. For women and academic respondents, Work-Family Conflict is notably higher.

61.74%

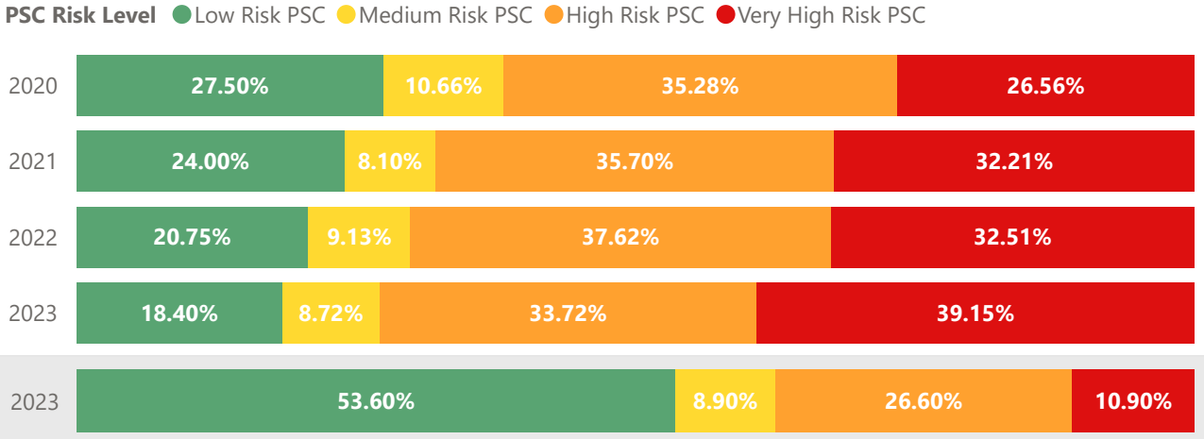
Having High Work Life Conflict



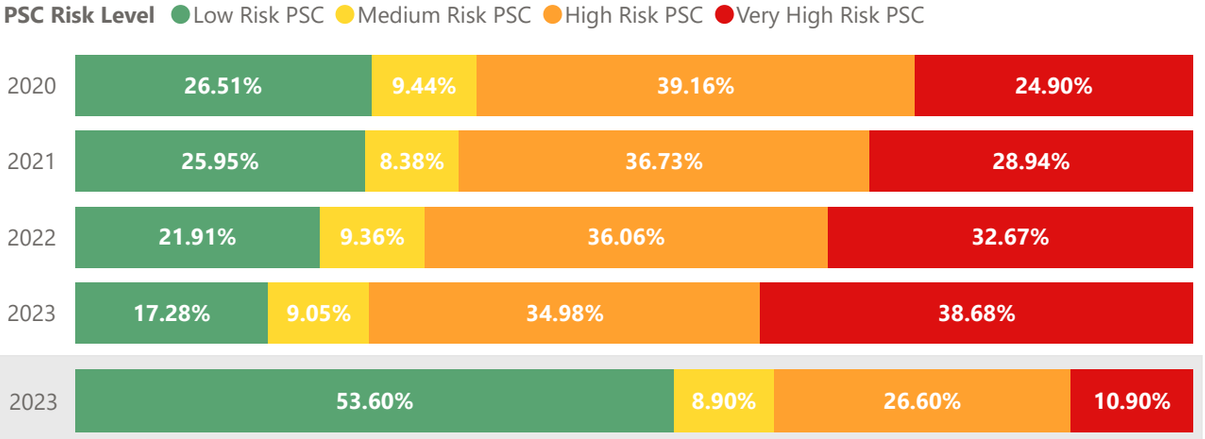
PSC Summary

Psychosocial Safety Climate (PSC) refers to the organisational climate for worker psychosocial protection. Against 2023 Australian benchmarks, **the PSC scores for the sector are poor and deteriorating**. The data for all participants, as well as those who participated in all four waves, are given below. For a more detailed summary and citation of each of these scales, refer to the scale summary pages. PSC risk level benchmarking is cited in the appendix.

PSC Risk Proportions for All Participants

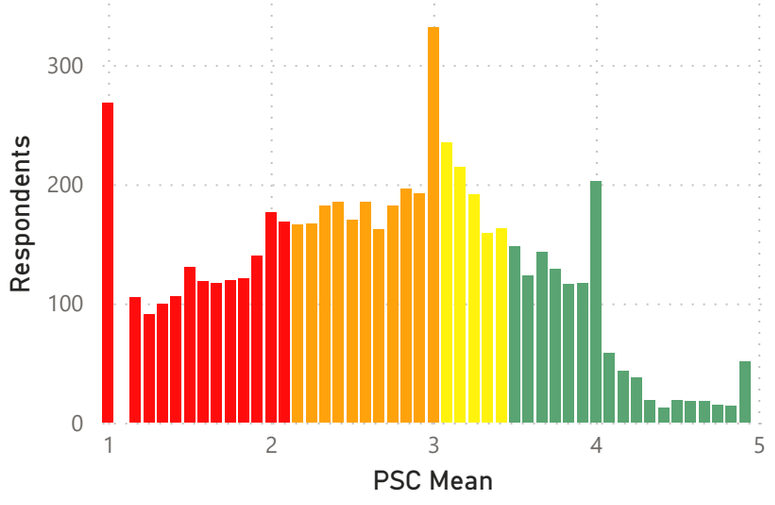


PSC Risk Proportions for 4-Wave Participants



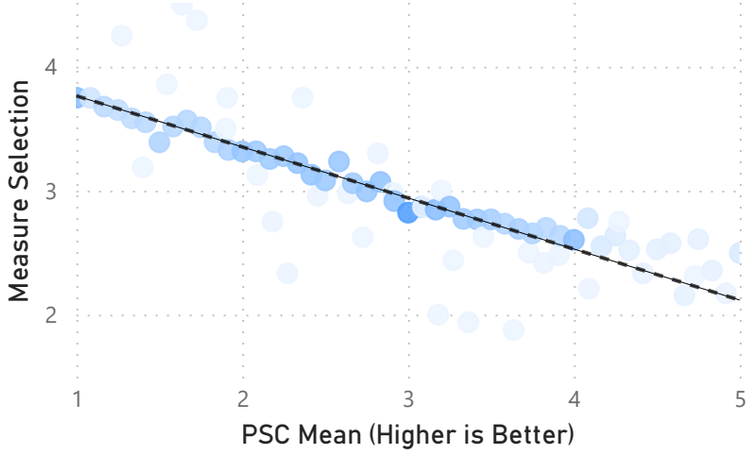
Australian National Benchmarks from 2023 Superfriend data (n = 10012)

Distribution of PSC Scores

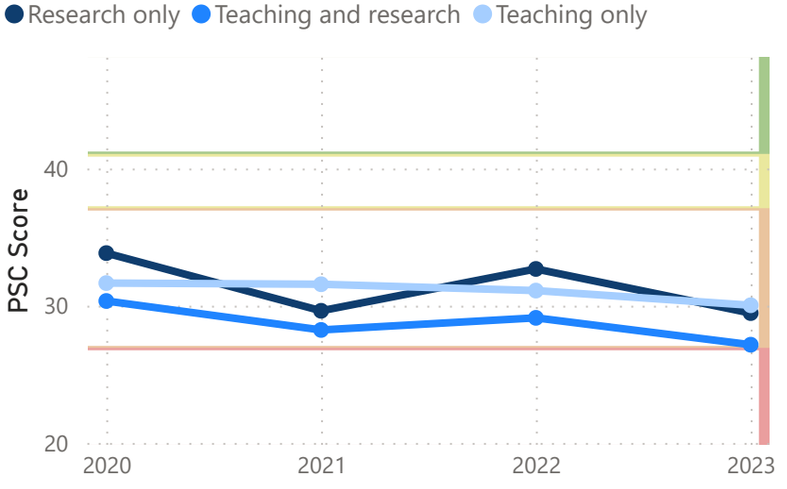


Emotional Exhaustion Mean

PSC and Outcome Relationship (Darker is Higher n)



PSC by Academic Role (Academics Only)



PSC Benchmarks

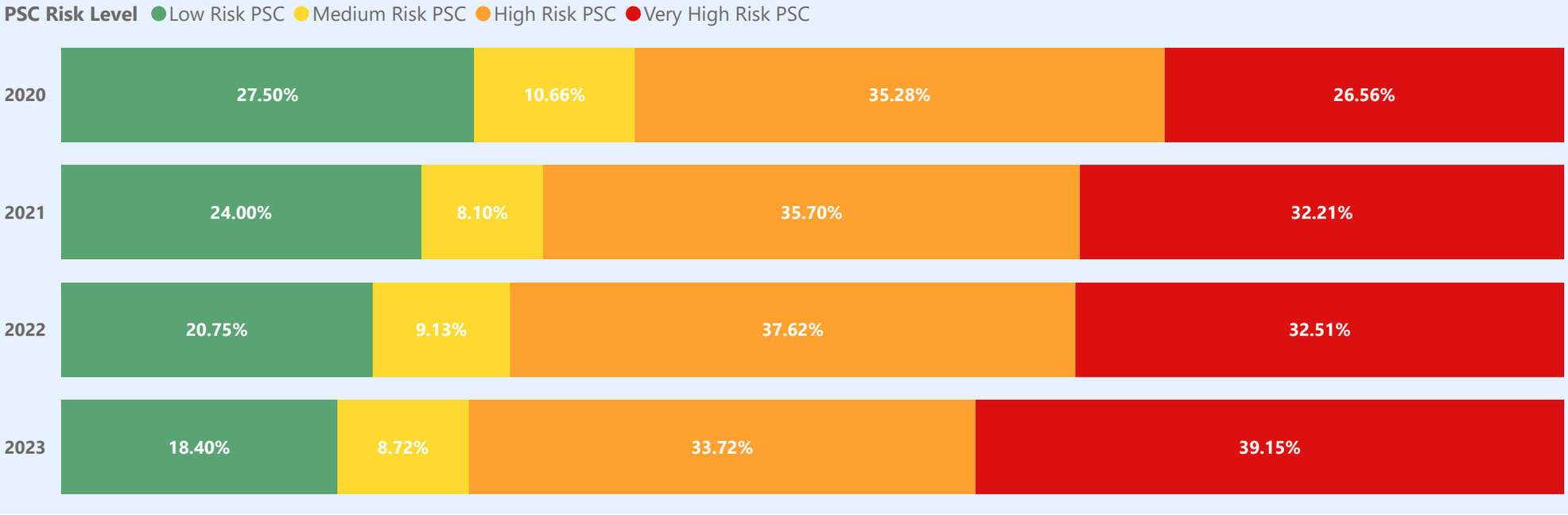
PSC benchmarking is further explored here, using the following datasets:

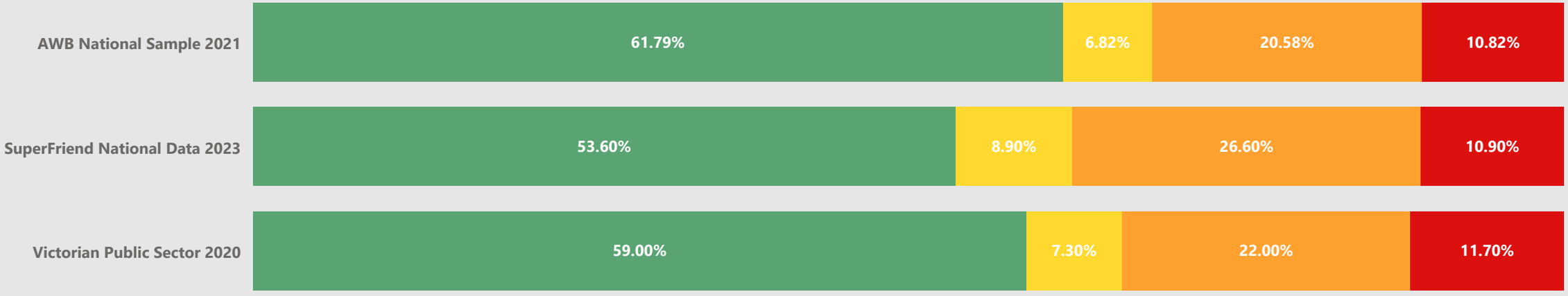
AWB: The Australian Workplace Barometer is a long-running project and has been measuring PSC since 2009. These benchmarks are taken from 2021's sample of 1 599 Australian workers.

SuperFriend: SuperFriend's survey of 10 012 Australian workers measured PSC in 2023, representing the latest large PSC sample for Australia.

Victorian Public Sector: The VPS survey of 45 956 staff provides a very large sample of public sector workers.

University PSC Risk Proportions for All Participants





Exhaustion, Distress, Engagement

A key takeaway from these charts is the **increase in very high level exhaustion and decrease in the highest engagement levels** over time.

The figures titled **"4-Wave Participants"** are only those who completed the survey every year. It shows that, in their experience of working in the sector in the past 4 years, their conditions and outcomes have worsened, reflected in rising emotional exhaustion and falling engagement.

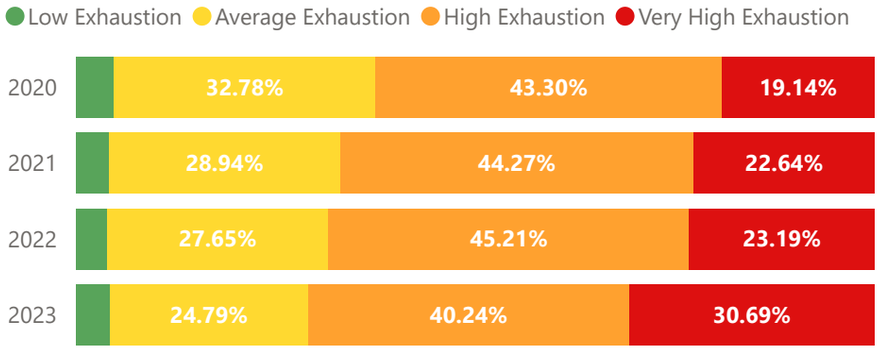
The questions asked in the **emotional exhaustion** scale relate directly to exhaustion related to work and working conditions. An example statement is "At the end of my working day, I feel mentally exhausted and drained."

While many factors may influence **psychological distress**, it is commonly associated with work conditions. The questions ask about an individual's experience of various symptoms of distress, including feelings of hopelessness, depression and nerviousness.

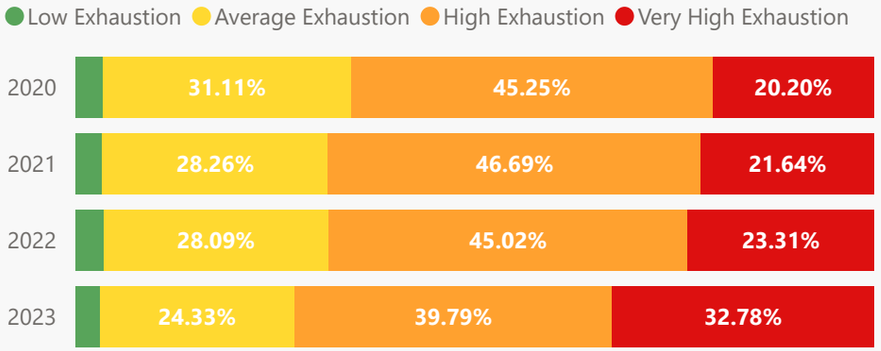
Engagement measures the extent to which workers are connected and energetic in their work activities. An example item is "I am enthusiastic about my job". Scores relate to their average response on a 1 - 7 scale, where higher is more engaged.

Benchmarking for emotional exhaustion and psychological distress is cited in the appendix. For a more detailed summary and citation of each of these scales, refer to the scale summary pages.

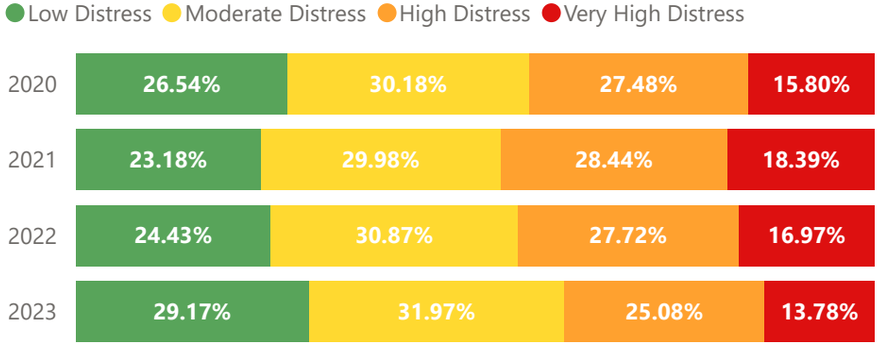
Emotional Exhaustion Levels for All Participants



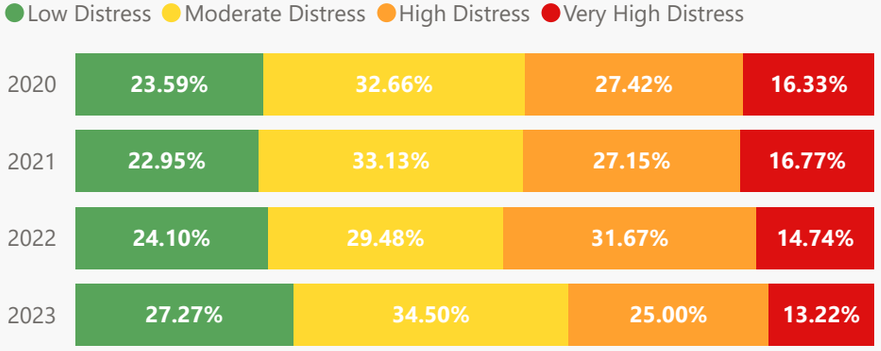
Emotional Exhaustion Levels for 4-Wave Participants



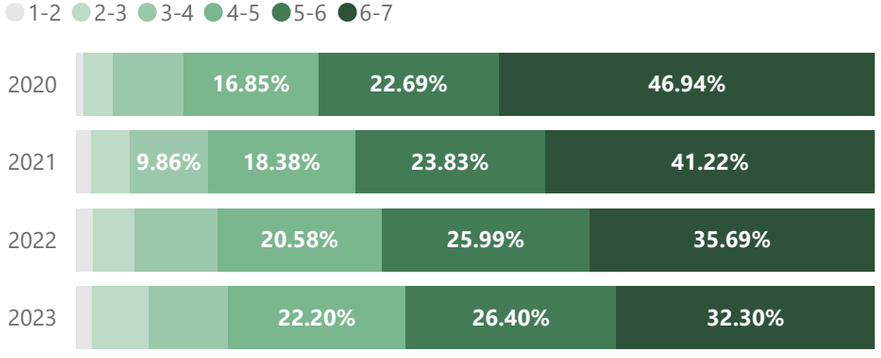
Psychological Distress Levels for All Participants



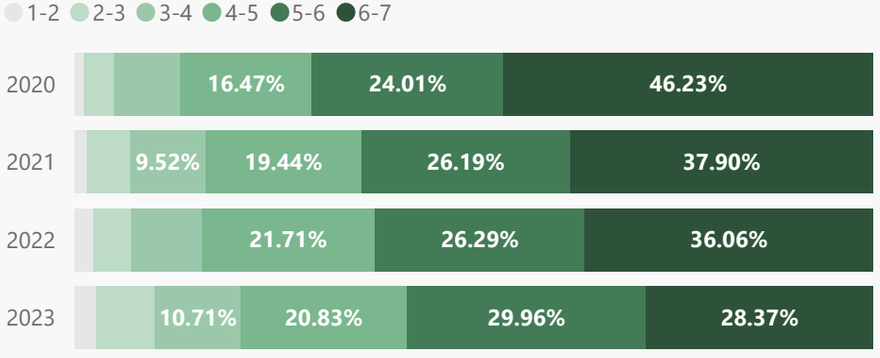
Psychological Distress Levels for 4-Wave Participants



Engagement for All Participants

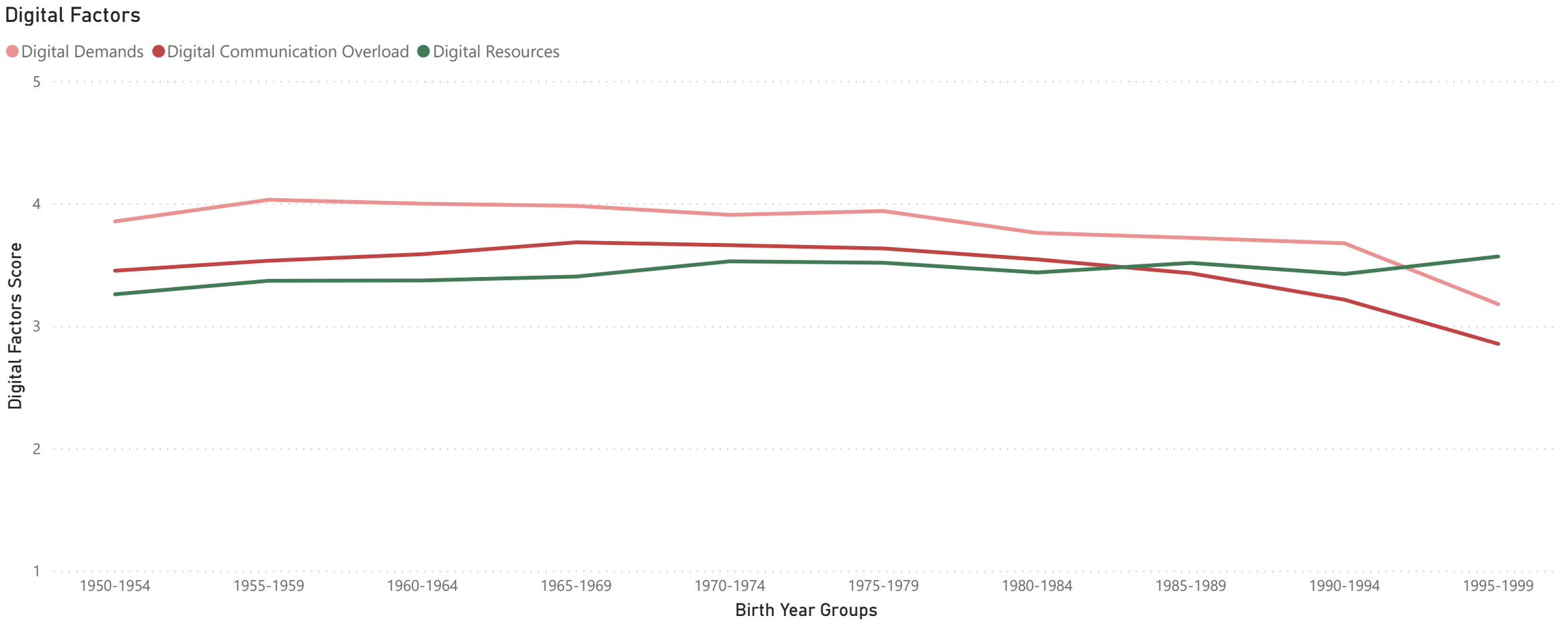


Engagement for 4-Wave Participants



Digital Work and Age

Universities have become increasingly reliant on technology for work. Digital demands relate to the pressures and difficulties in using and interfacing with digital technologies. Digital communication overload assesses the level of digital messaging (e.g. emails). Digital resources reflect the institutional support regarding communication technology, as well as the positive impact it has on work. In general, older participants experience greater digital communication overload and digital demands, and lower digital resources. For a more detailed summary and citation of each of these scales, refer to the scale summary pages.

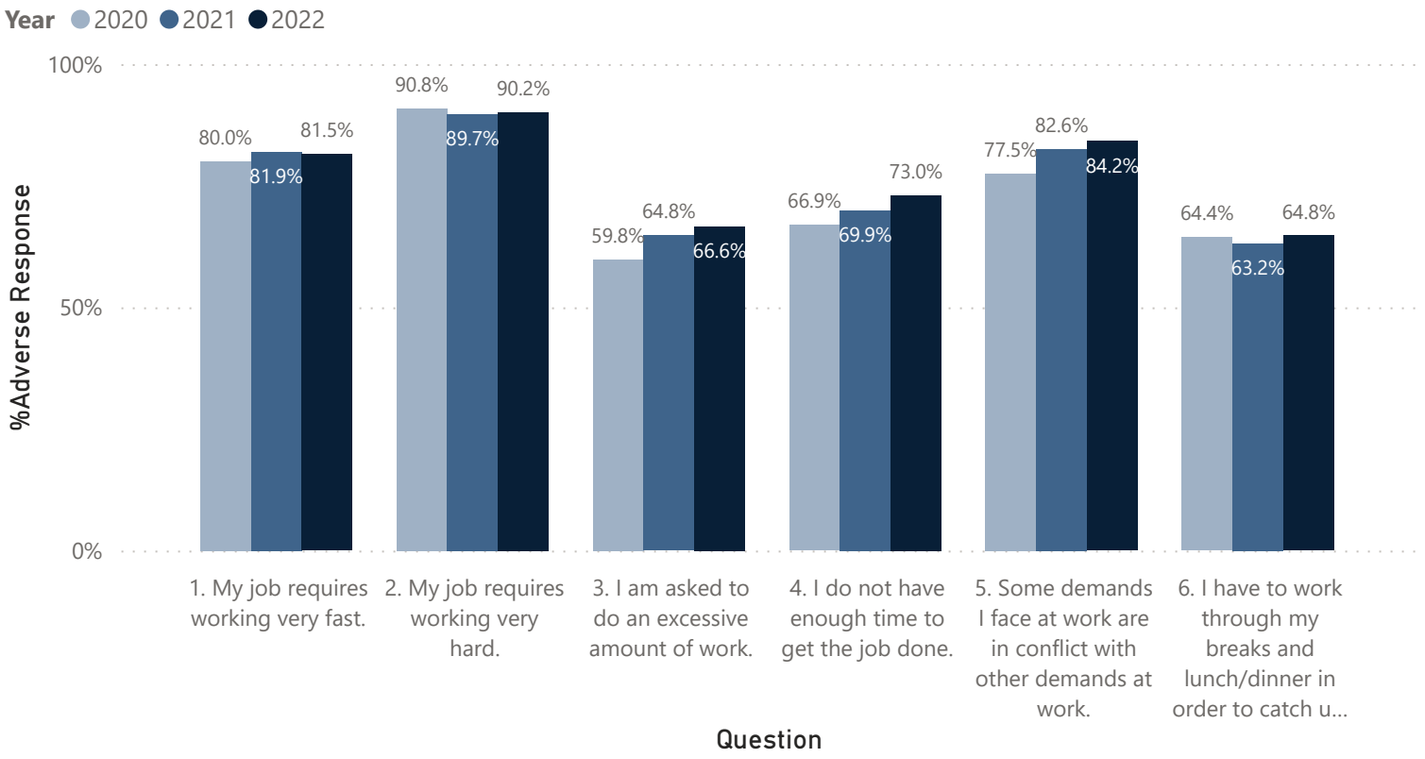


Work Pressure Overview

The percentage of participants who agreed or strongly agreed to individual work pressure questions are given below. The results show that regardless of year, university staff find themselves feeling significant work pressure.

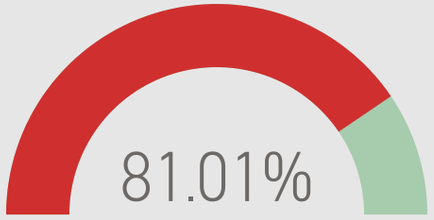
For a more detailed summary and citation of each of these scales, refer to the scale summary pages.

Work Pressure by Year



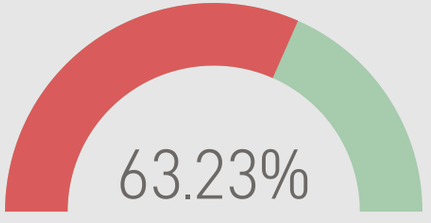
- Percentage agree (Agree + Strongly Agree)

1. My job requires working very fast.

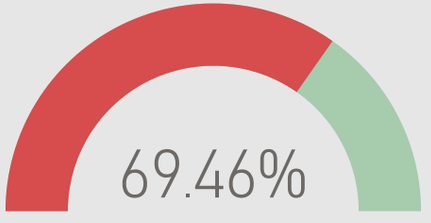


2. My job requires working very hard.

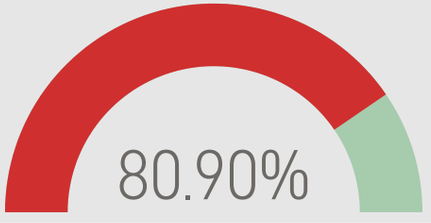
3. I am asked to do an excessive amount of work.



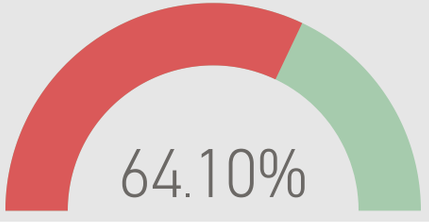
4. I do not have enough time to get the job done.



5. Some demands I face at work are in conflict with other demands at work.



6. I have to work through my breaks and lunch/dinner in order to catch up at work.



University Affiliation & PSC

The graphs below show measures by university affiliation. Benchmarked areas for PSC and emotional exhaustion are colour-coded. Group affiliation and PSC & emotional exhaustion benchmarking is cited in the appendix.

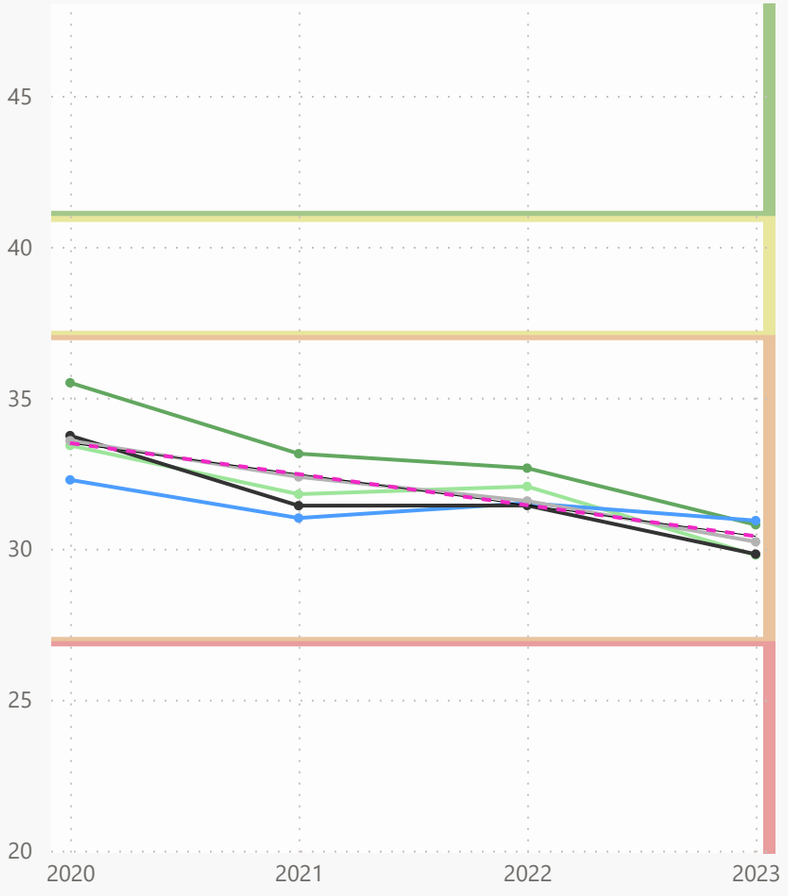
University Group Count	2020	2021	2022	2023
Australian Technology Network	401	329	259	195
Group of 8	483	379	313	231
Innovative Research Universities	327	264	209	151
Other or Unaffiliated Universities	645	438	366	263
Regional Universities Network	335	317	226	160

PSC Risk Level or Exhaustion Level

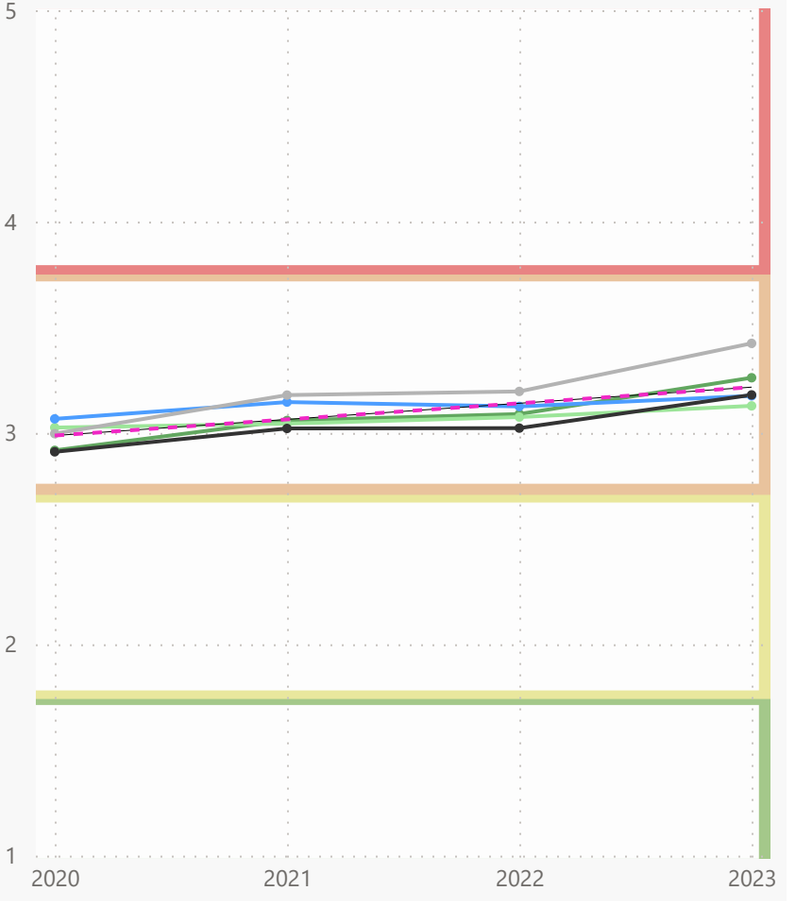
Low Moderate High Very High

Australian Technology Network **Group of 8** **Innovative Research Universities** **Other or Unaffiliated Universities** **Regional Universities Network**

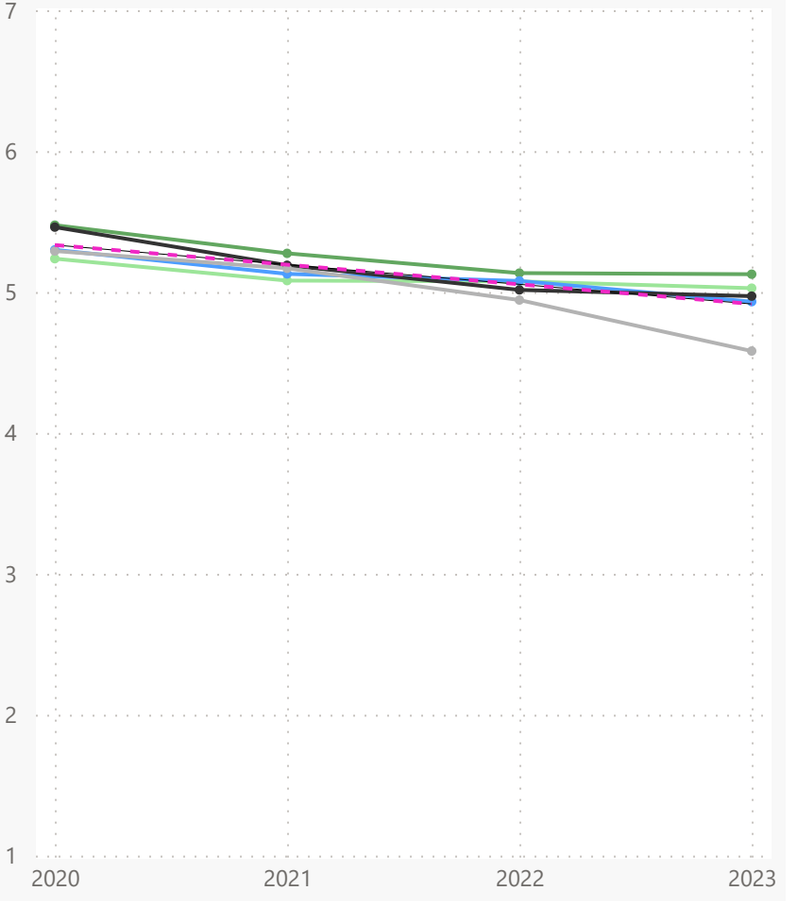
PSC Score



Emotional Exhaustion



Engagement



Job Security

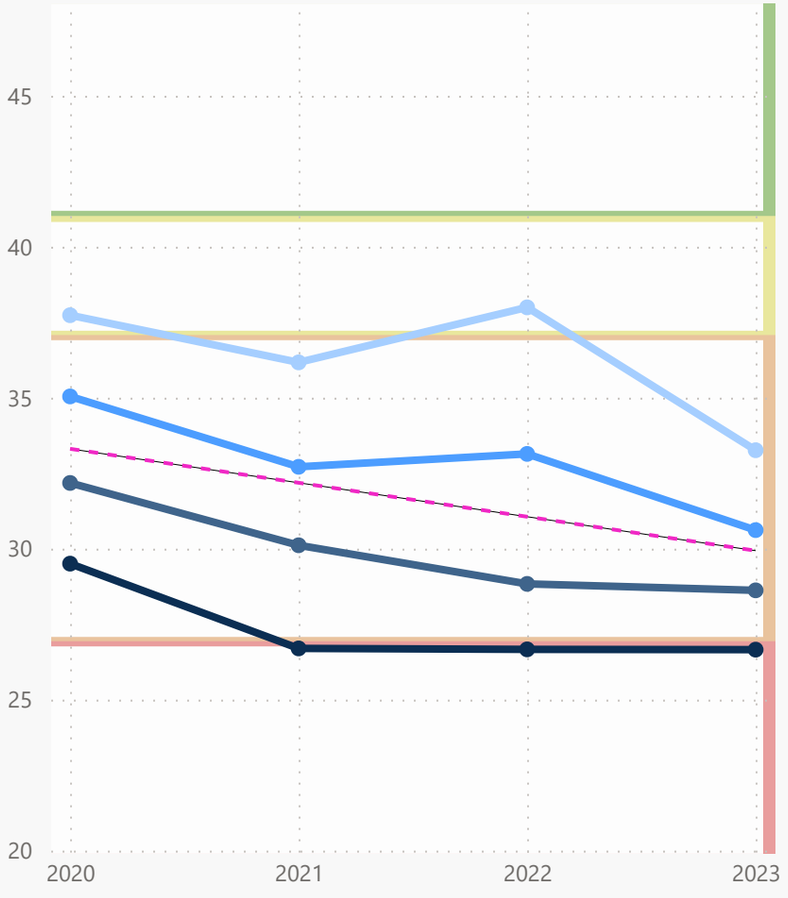
Participants were asked to evaluate their job security. For each year, the PSC, emotional exhaustion and work engagement scores, according to job security, are reported below. In general, higher job security is associated with better PSC scores, lower emotional exhaustion and higher engagement. PSC and emotional exhaustion benchmarking is cited in the appendix.

My job security is poor.	2020	2021	2022	2023
Strongly Agree	15%	15%	10%	12%
Agree	29%	28%	27%	21%
Disagree	43%	42%	45%	48%
Strongly Disagree	13%	15%	18%	19%

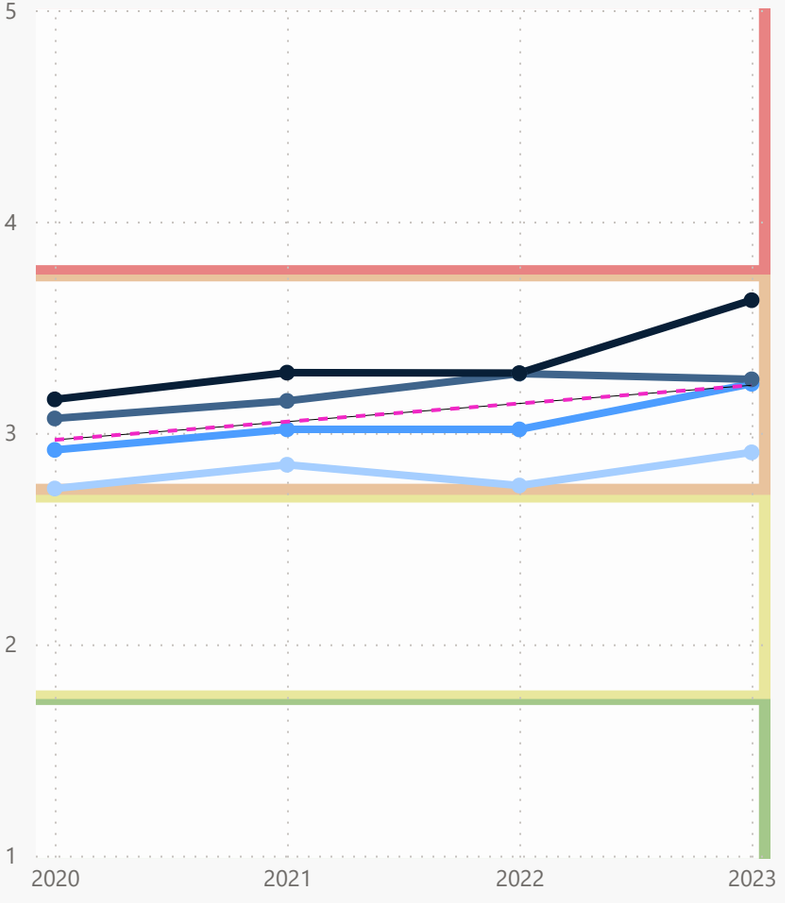
PSC Risk Levels Exhaustion Level
Low Moderate High Very High

My job security is poor: Strongly Disagree Disagree Agree Strongly Agree

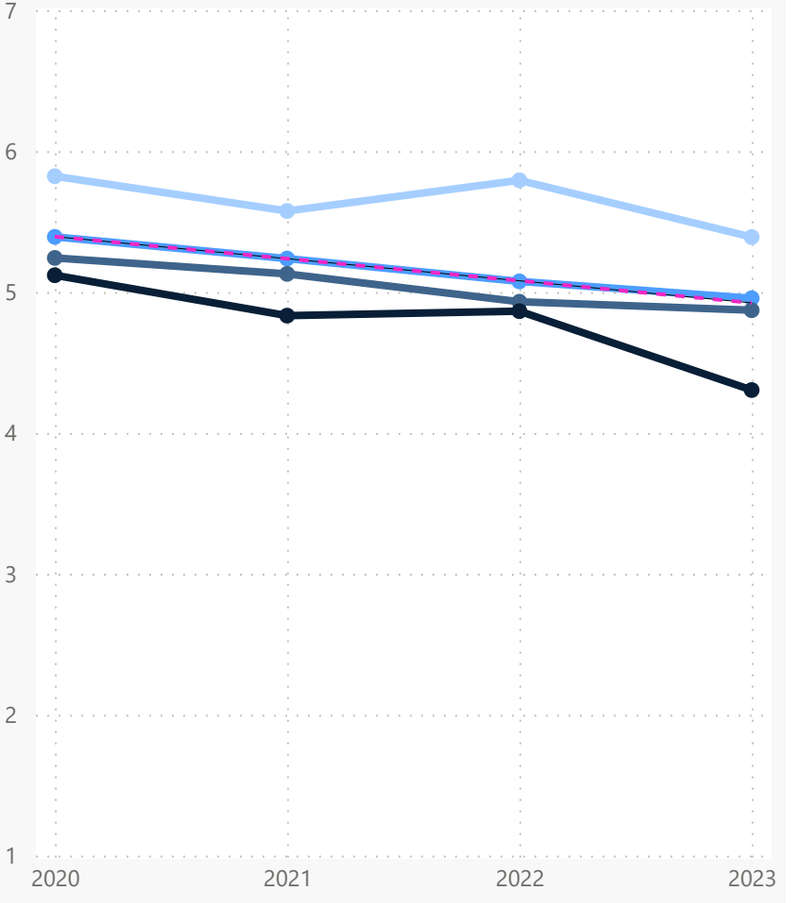
PSC Score



Emotional Exhaustion



Engagement



Employment Type

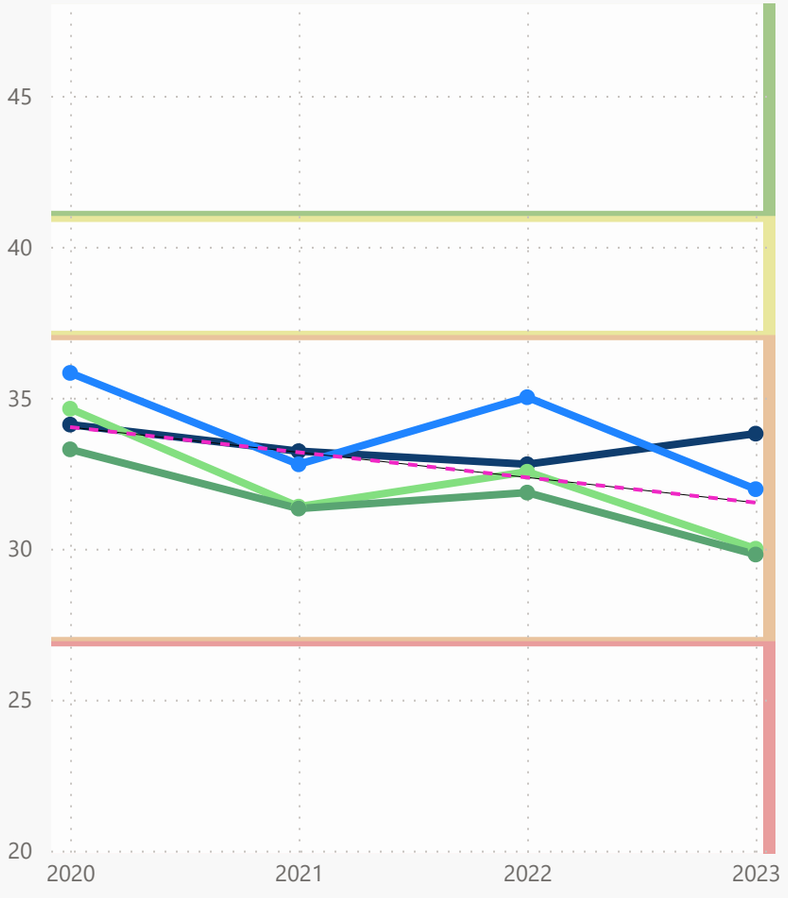
Participants were asked their employment type. These graphs summarise average measure score for each time. In general, permanent staff reported worse outcomes. It is noted that the survey included only a small proportion of non-continuing staff. PSC and emotional exhaustion benchmarking is cited in the appendix.

Employment Status	2020	2021	2022	2023
Permanent/Conti...	73.8%	76.0%	81.7%	82.6%
Fixed term (less t...	6.2%	4.4%	3.6%	2.3%
Fixed term (great...	11.3%	11.7%	9.2%	9.4%
Casual	8.7%	7.9%	5.5%	5.7%

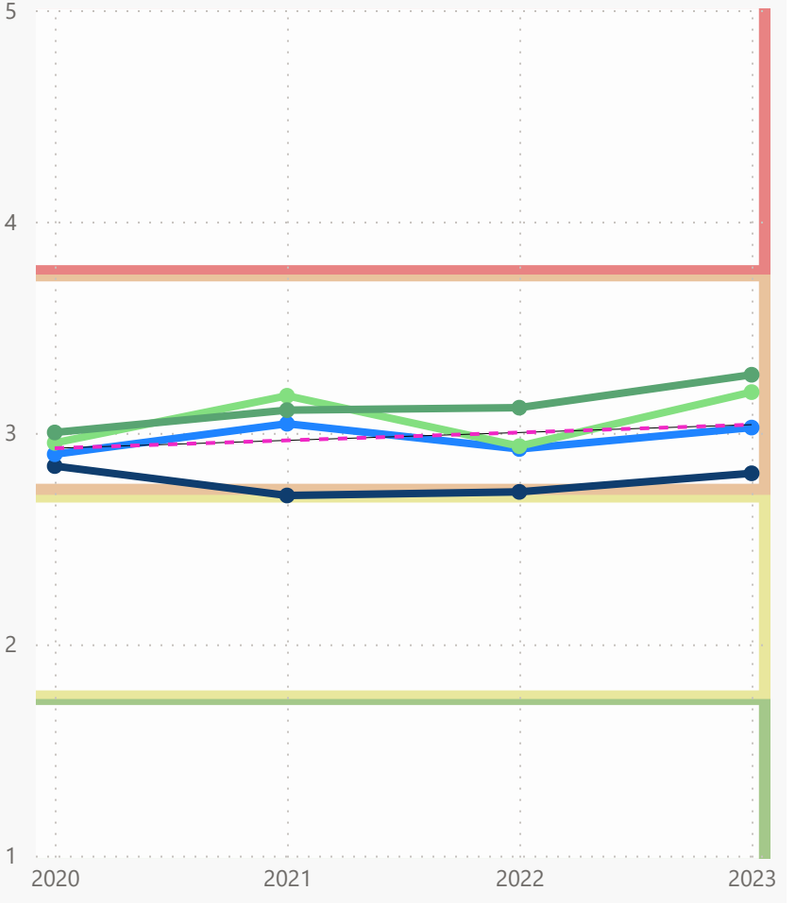
PSC Risk Levels Exhaustion Level
Low Moderate High Very High

Employment Type Casual Fixed term (greater than 12 months) Fixed term (less than 12 months) Permanent/Continuing

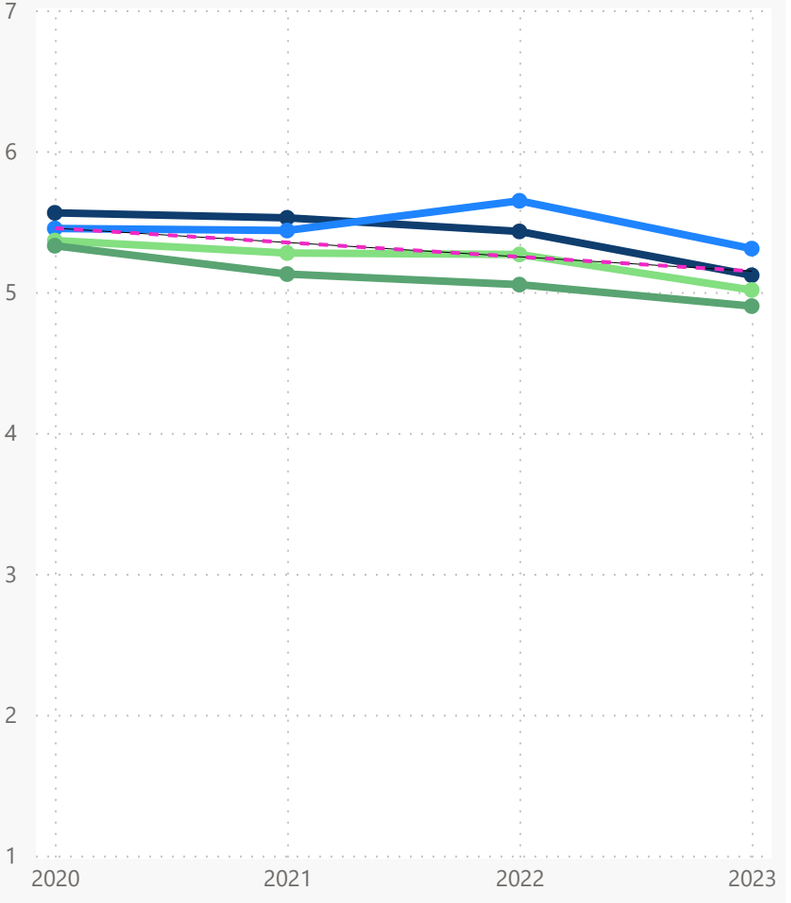
PSC Score



Emotional Exhaustion



Engagement



Bullying and Harassment 2020

The survey included questions related to bullying and harassment via electronic means, as part of grappling with aspects of digital communication. Participants were asked about the frequency and source of bullying and harassment in 2020.

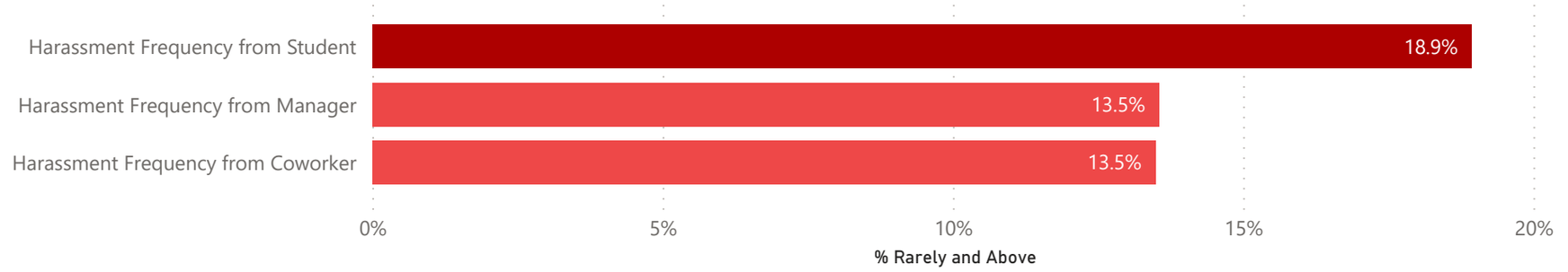
Bullying statistics were broken down into male and female experiences to compare differences in the source of bullying.

Participants were asked "How often have you experienced workplace harassment (e.g. due to gender, ethnicity, age, or sexual orientation) via digital communication (e.g. email, social media, electronic feedback) overall from managers, coworkers and students during the last six months?" with the response options "Very rarely/never", "Rarely", "Sometimes", "Often", "Very often/always". The graphs detailing harassment show answers of "Rarely" and above (excluding "Very rarely/never") and indicate students as the most common source of digital harassment.

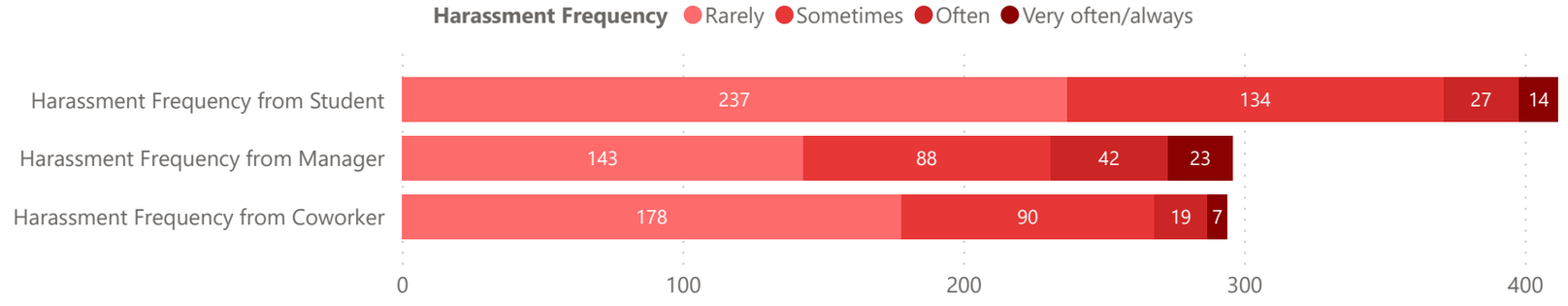
Participants were also asked "Have you been subjected to bullying in your workplace via digital communication during the last six months?" and by whom. The results indicate that around 10% of respondents were bullied by a manager, with slightly more males experiencing digital bullying by managers. Females respondents were, however, more likely to be bullied by students and coworkers.

The number of responses was 2191.

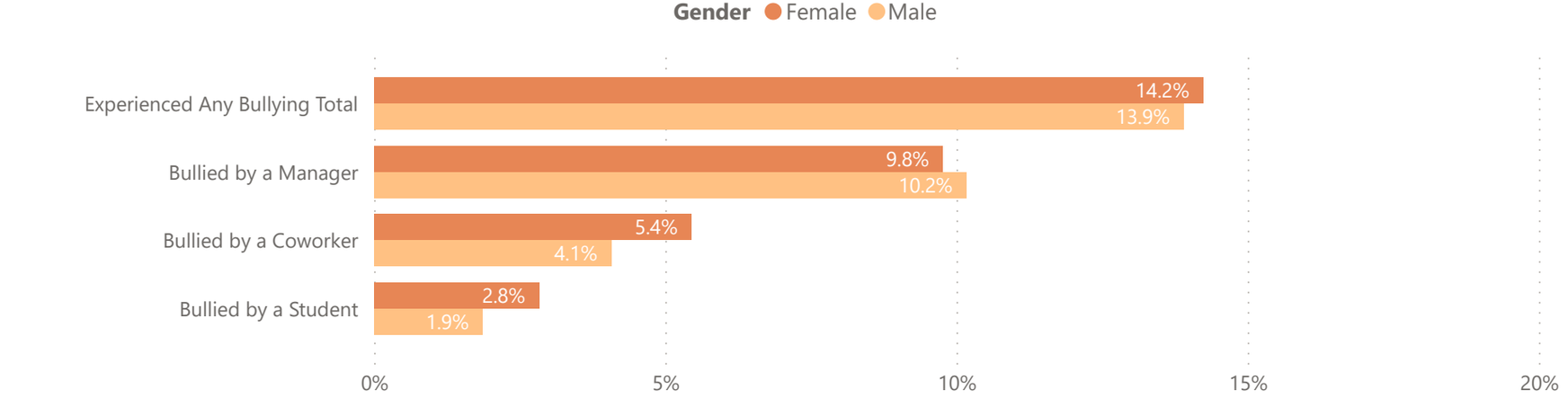
Harassment via Digital Communication Frequency (Rarely and Above)



Harassment Severity (Rarely and Above)

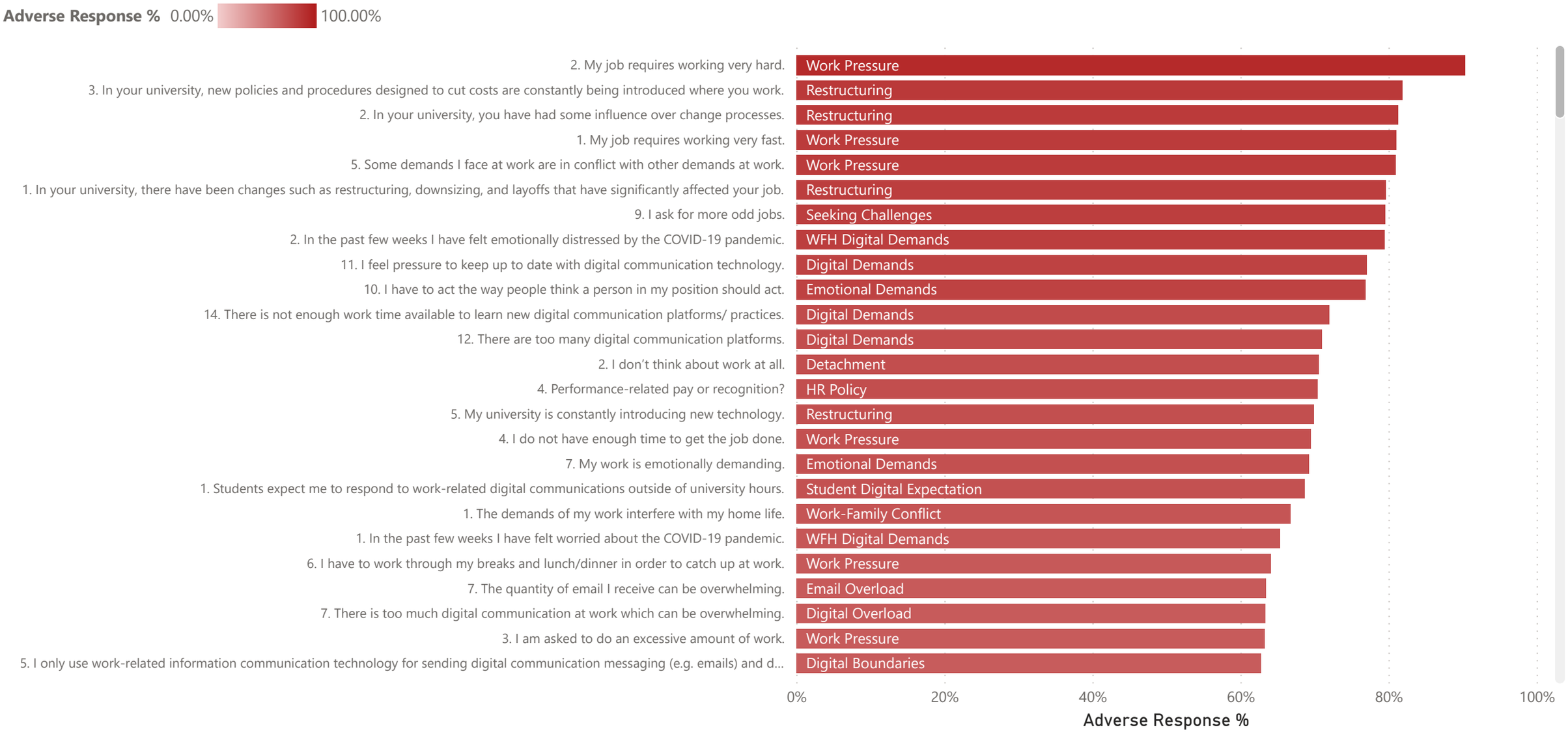


Percent of Staff Bullied via Digital Communication in 2020



Items by Concern

The individual questions are ranked below according to the most to least negatively answered (i.e. a higher adverse response indicates a worse outcome for staff). The questionnaire scale (or domain) is highlighted in the proportion bar. The top 25 questions are listed.



Emotional Exhaustion Correlations

Summaries of correlations with emotional exhaustion are presented below. Emotional exhaustion is a key measure of staff wellbeing. Relationships are presented and ordered by their absolute relationship and labelled by their directional relationship.

Table Key:
- ▲ = Positive Relationship
- ▼ = Negative Relationship
- = Strong correlation (**, p < 0.01)
- = Correlation (*, p < 0.05)
- = No relation (N.S., p > 0.05)

Top 6 Correlations with Emotional Exhaustion (Shown as Absolute Numbers)

PSC Measures	2020	2021	2022	2023
PSC12 (Organisational Level)	▼ 0.419	▼ 0.392	▼ 0.429	▼ 0.421
PSC4 School	▼ 0.380	▼ 0.319	▼ 0.370	▼ 0.323
PSC4 Team	▼ 0.323			

Top 9 Stressor Measures	2020	2021	2022	2023
Work Harmony				▼ 0.594
Emotional Demands	▲ 0.556	▲ 0.548	▲ 0.536	
Work Pressure	▲ 0.482	▲ 0.514	▲ 0.484	
Digital Communication Overload	▲ 0.397	▲ 0.458	▲ 0.391	▲ 0.408
Email Overload	▲ 0.409	▲ 0.426	▲ 0.404	
Employee Voice				▼ 0.413
Team Psychological Safety				▼ 0.375
Restructure Items from AWB				▲ 0.370
Digital Demands	▲ 0.359	▲ 0.383	▲ 0.312	▲ 0.373

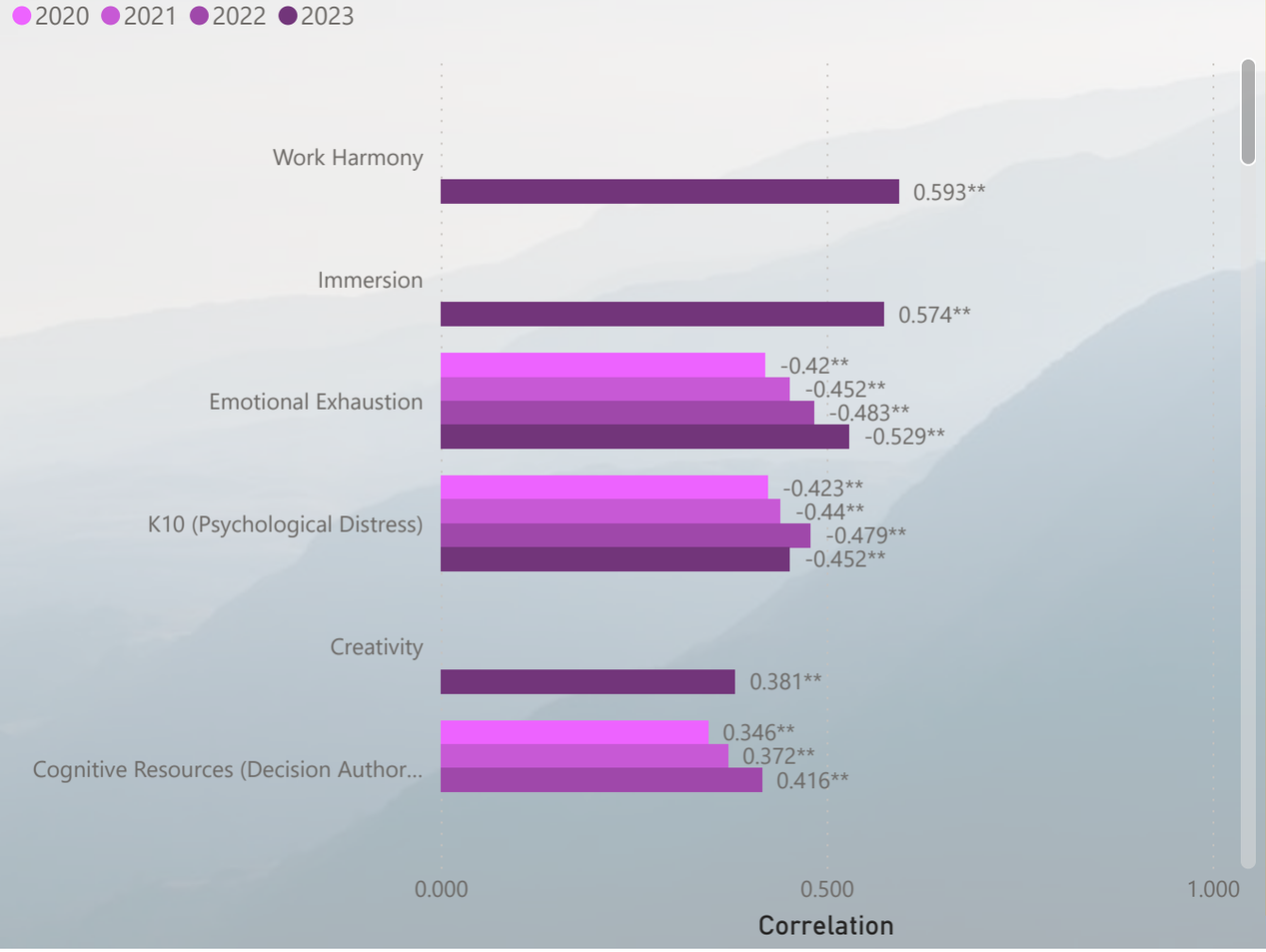
Top 9 Outcome Measures	2020	2021	2022	2023
K10 (Psychological Distress)	▲ 0.677	▲ 0.708	▲ 0.678	▲ 0.681
Work-Self Conflict	▲ 0.570	▲ 0.586	▲ 0.577	
Work-Family Conflict	▲ 0.551	▲ 0.576	▲ 0.566	▲ 0.581
Sleep Satisfaction Total	▼ 0.521	▼ 0.476	▼ 0.472	▼ 0.460
Engagement	▼ 0.420	▼ 0.452	▼ 0.483	▼ 0.529
Detachment	▼ 0.383	▼ 0.370	▼ 0.365	▼ 0.435
Physical Health Problems	▲ 0.350	▲ 0.353	▲ 0.309	▲ 0.302
Self-Undermining	▲ 0.328			
Sleep Deprivation Total	▼ 0.251	▼ 0.260	▼ 0.265	▼ 0.283

Engagement Correlations

Summaries of correlations with engagement are presented below. Engagement is a key outcome measure. Relationships are presented and ordered by their absolute relationship and labelled by their directional relationship.

Table Key:
- ▲ = Positive Relationship
- ▼ = Negative Relationship
- = Strong correlation (**, p < 0.01)
- = Correlation (*, p < 0.05)
- = No relation (N.S., p > 0.05)

Top 6 Correlations with Engagement (Shown as Absolute Numbers)



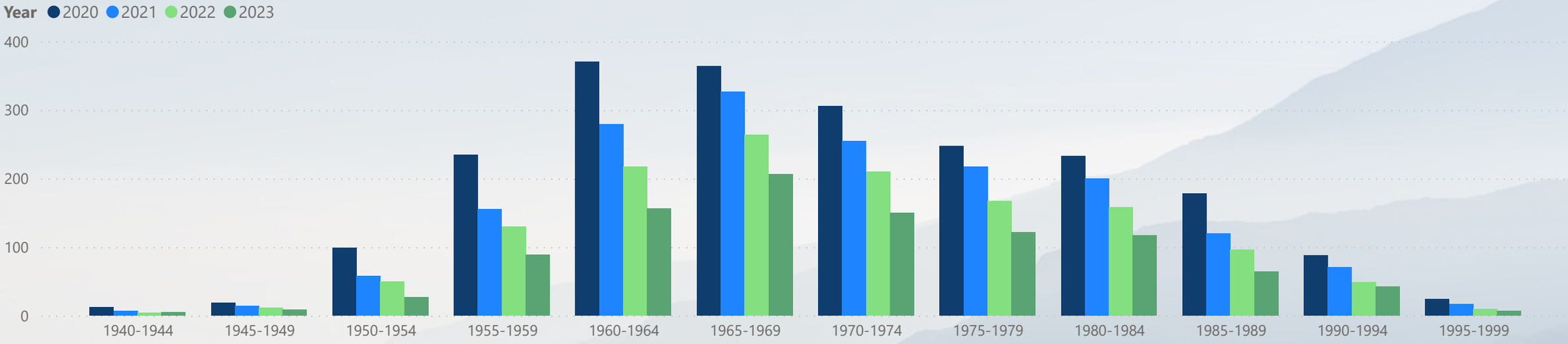
PSC Measures	2020	2021	2022	2023
PSC12 (Organisational Level)	▲ 0.368	▲ 0.353	▲ 0.375	▲ 0.399
PSC4 School	▲ 0.342	▲ 0.322	▲ 0.350	▲ 0.343
PSC4 Team	▲ 0.298			

Top 9 Stressor Measures	2020	2021	2022	2023
Work Harmony				▲ 0.593
Cognitive Resources (Decision Authority)	▲ 0.346	▲ 0.372	▲ 0.416	
Team Psychological Safety				▲ 0.372
Employee Voice				▲ 0.353
Restructure Items from AWB				▼ 0.341
Digital Resources using T1 - T3 variables only (...	▲ 0.283	▲ 0.303	▲ 0.354	▲ 0.354
Emotional Resources	▲ 0.300	▲ 0.321	▲ 0.327	
HR Policy	▲ 0.264			▲ 0.322
Procedural Justice	▲ 0.292			

Top 9 Outcome Measures	2020	2021	2022	2023
Immersion				▲ 0.574
Emotional Exhaustion	▼ 0.420	▼ 0.452	▼ 0.483	▼ 0.529
K10 (Psychological Distress)	▼ 0.423	▼ 0.440	▼ 0.479	▼ 0.452
Creativity				▲ 0.381
Innovation				▲ 0.318
Sleep Satisfaction Total	▲ 0.266	▲ 0.286	▲ 0.252	▲ 0.210
Work-Self Conflict	▼ 0.241	▼ 0.235	▼ 0.263	
Work-Family Conflict	▼ 0.190	▼ 0.195	▼ 0.233	▼ 0.240
Seeking Challenges	▲ 0.219	▲ 0.212	▲ 0.209	▲ 0.203

Demographics

Count by Birth Year Groups and Year



Waves participated in	Individuals
Wave 1 Only	773
Wave 1, 2	218
Wave 1, 2, 3	304
Wave 1, 2, 3, 4	504
Wave 1, 2, 4	87
Wave 1, 3	137
Wave 1, 3, 4	85
Wave 1, 4	83
Wave 2 Only	269
Wave 2, 3	127
Wave 2, 3, 4	159
Wave 2, 4	59
Wave 3 Only	48
Wave 3, 4	9
Wave 4 Only	14
Total	**2876**

Employment Status	2020	2021	2022	2023	Total
Casual	191	107	31	56	**385**
Fixed term (greater than 12 months)	246	158	52	92	**548**
Fixed term (less than 12 months)	135	59	20	23	**237**
Honorary Appointment		13	8	16	**37**
Not Reported	6	363	802	1	**1172**
Permanent/Continuing	1613	1027	460	812	**3912**
Total	**2191**	**1727**	**1373**	**1000**	**6291**

Gender	2020	2021	2022	2023	Total
Female	1413	1141	956	630	**4140**
Male	590	447	393	268	**1698**
Not Reported	131	98	1	75	**305**
Other	57	41	23	27	**148**
Total	**2191**	**1727**	**1373**	**1000**	**6291**

Work Role	2020	2021	2022	2023	Total
Academic Staff Member	1172	952	754	578	**3456**
Professional Staff Member	1018	758	591	422	**2789**
Not Recorded	1	17	28		**46**
Total	**2191**	**1727**	**1373**	**1000**	**6291**

Next Section: Measure Breakdowns

The following pages are detailed breakdowns of each of the measures included in the survey.

Scale averages are an average of each of the item scores. The scale total is the sum of each item.

Note:
In the circumstance where a scale (such as Cognitive Resources) has:

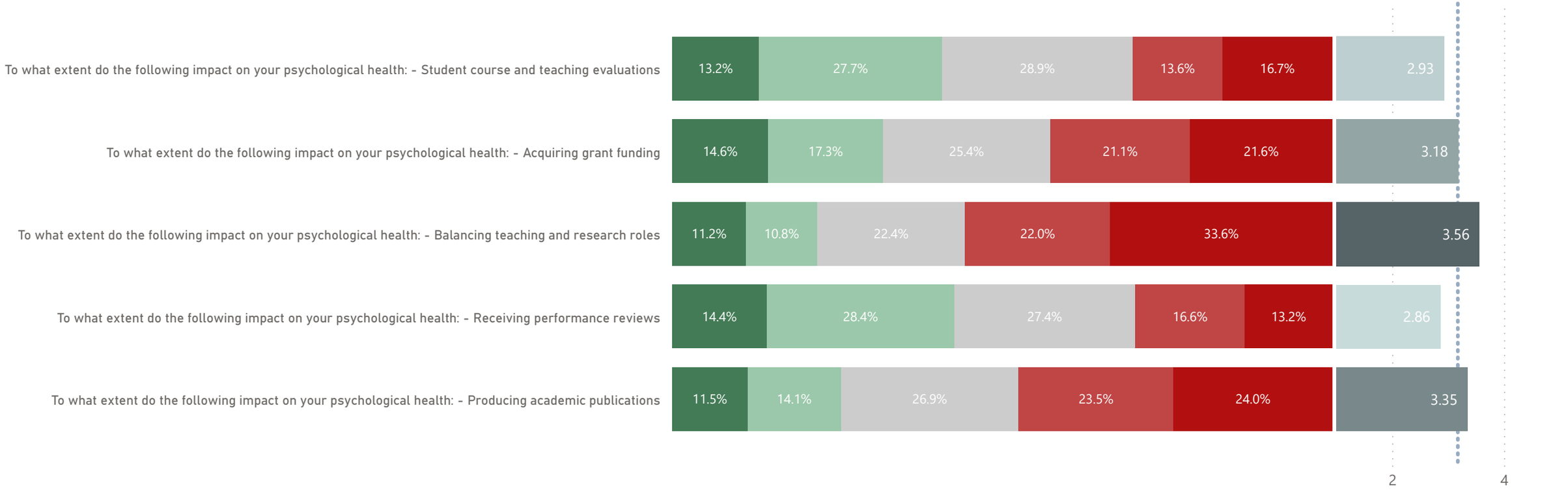
› 2 questions where a higher score indicates more Cognitive Resources;
› 1 question where a higher score indicates less Cognitive Resources;

The single question's results were reversed when taking the scale average and total, so that a higher score indicates more Cognitive Resources as a whole. Those relevant domains are Cognitive Resources, Digital Communication Overload, Restructuring and Team Psychological Safety.

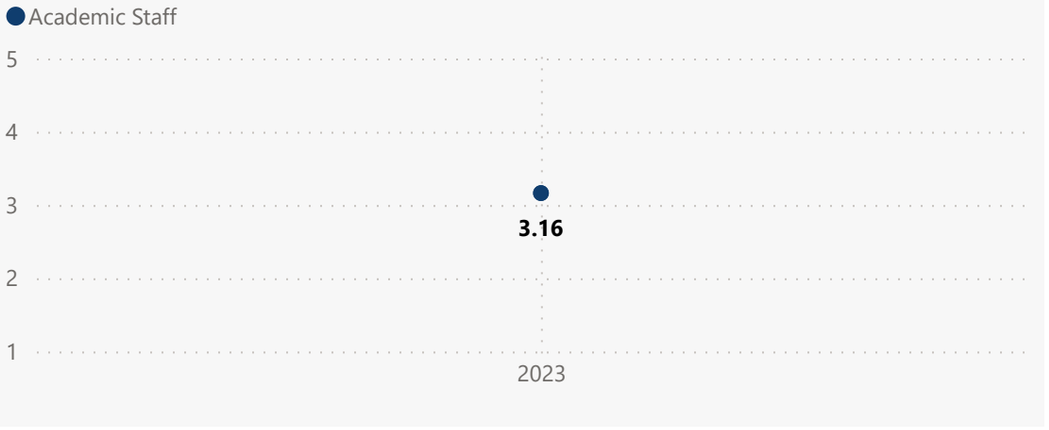
Academic Pressure

Response Not at all · To a small extent · To a moderate extent · To a great extent · To a very great extent

Average Score Per Item



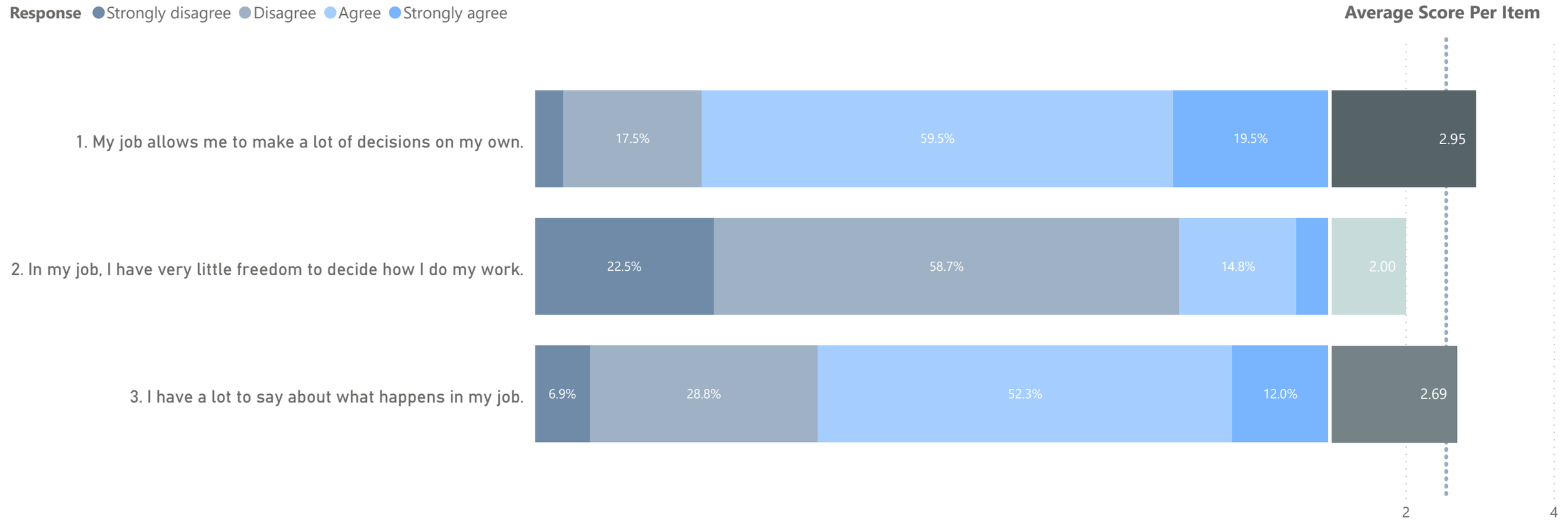
Average by Year and Work Role



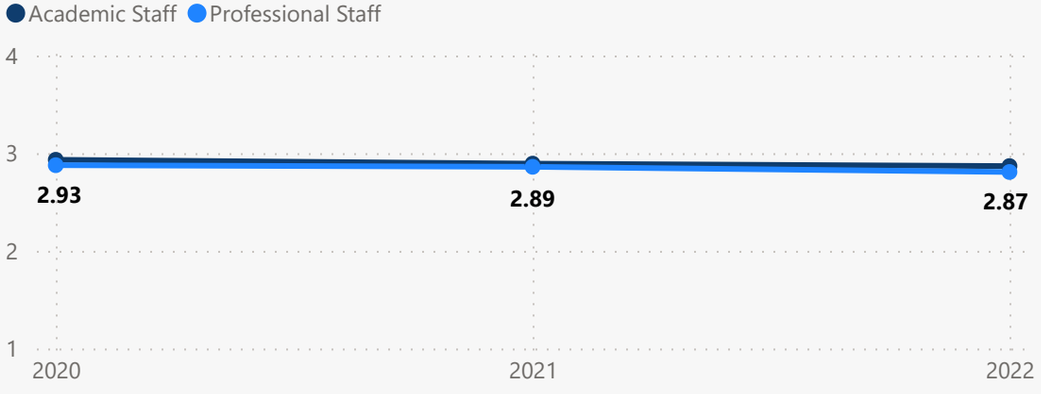
Academic Pressure measures the extent to which certain parts of academic job design impacts on psychological health.

Sample	Scale Average	Scale
571	3.16	1 - 5
	Scale Total	
	15.81	

Cognitive Resources



Average by Year and Work Role



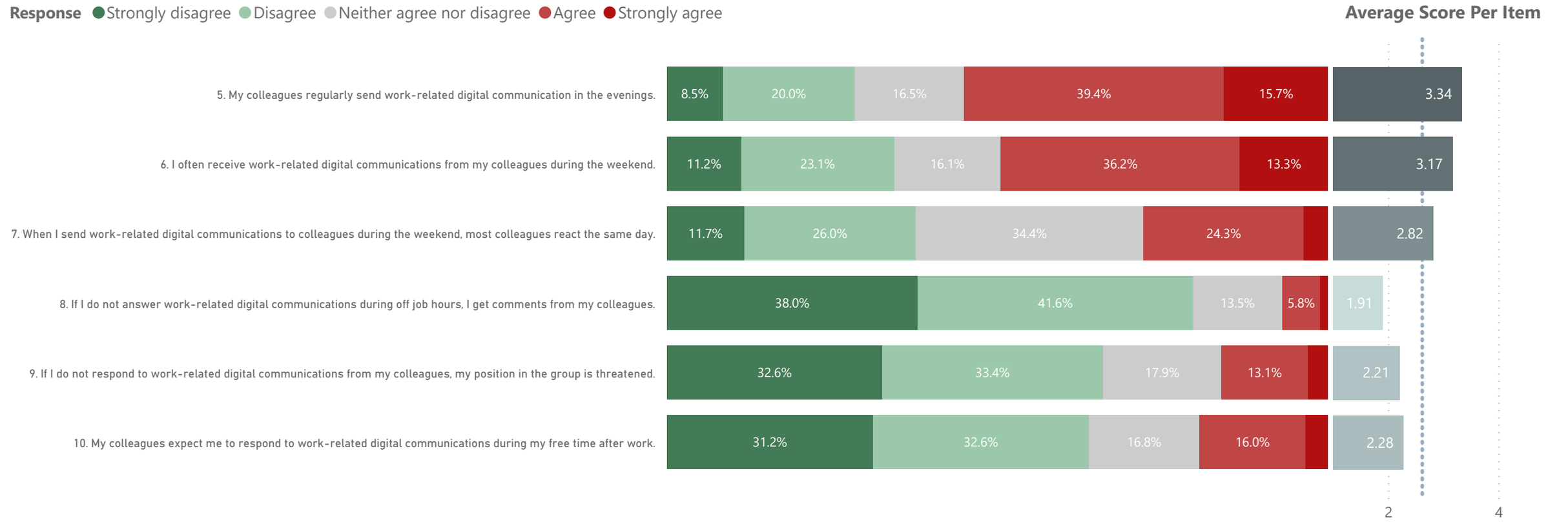
Cognitive Resources or Decision Authority refers to the ability for workers to exercise decision-making freedom or autonomy over work.

Karasek, R. A., Brisson, C., Kawakami, N., Houtman, I., Bongers, P., & Amick, B. (1998). The job content questionnaire (JCQ): An instrument for internationally comparative assessment of psychosocial job characteristics. Journal of Occupational Health Psychology, 3, 322–355.

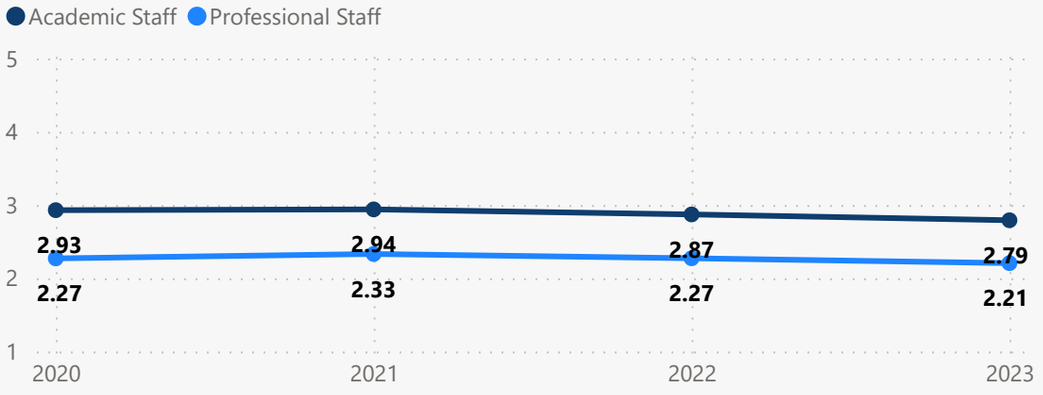
Note: item 2 is reverse coded. Further clarification is within the appendix.

Sample	Scale Average	Scale
5289	2.88	1 - 4
	Scale Total	
	8.64	

Colleague Digital Expectations



Average by Year and Work Role

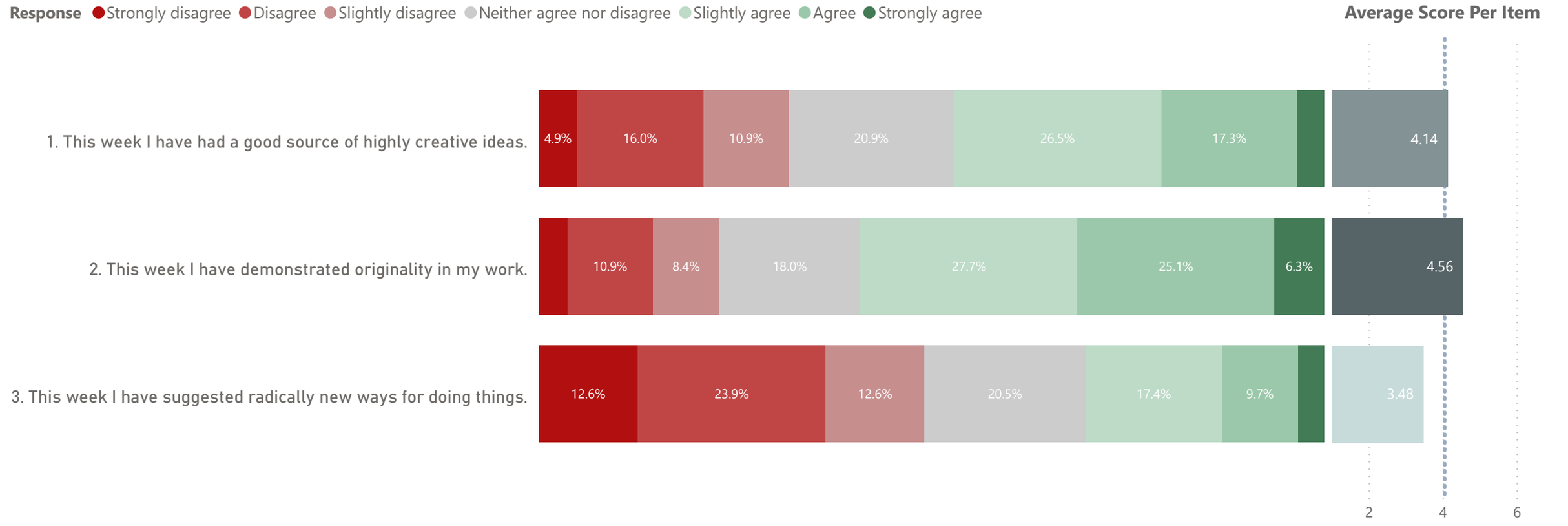


Colleague Digital Expectations are the pressures to engage in work-related digital communication from colleagues.

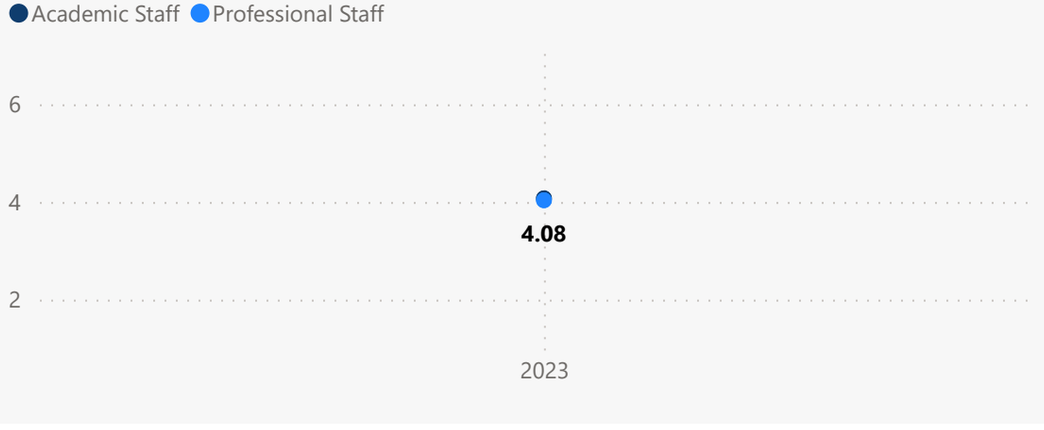
Derks, D., van Duin, D., Tims, M., & Bakker, A. B. (2015). Smartphone use and work–home interference: The moderating role of social norms and employee work engagement. Journal of Occupational and Organizational Psychology, 88(1), 155-177.

Sample	Scale Average	Scale
6272	2.62	1 - 5
	Scale Total	
	15.72	

Creativity



Average by Year and Work Role

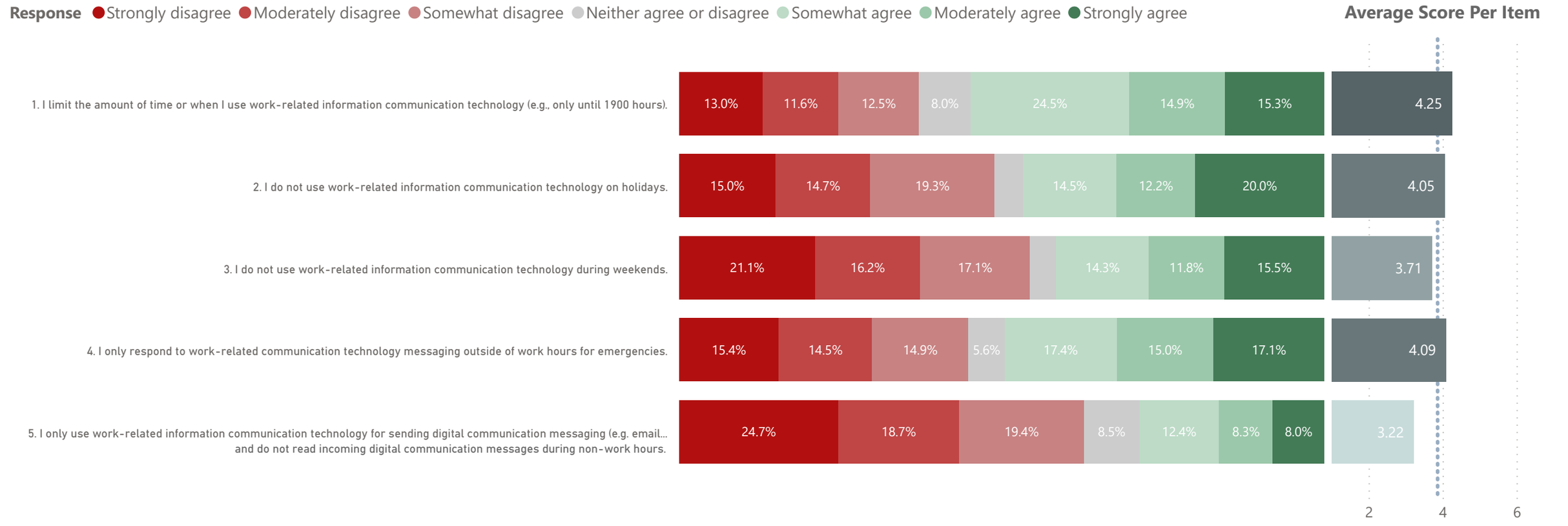


Creativity measures the extent to which individuals engage in work with novel, original or innovative methods and approaches.

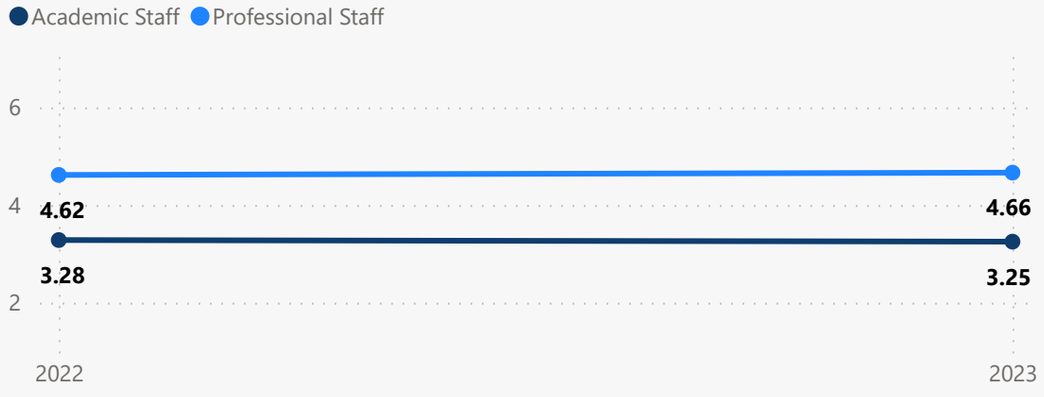
Madjar, N., Greenberg, E., and Chen, Z. (2011). Factors for radical creativity, incremental creativity, and routine, noncreative performance. J. Appl. Psychol. 96, 730–743. doi: 10.1037/a0022416

Sample	Scale Average	Scale
962	4.06	1 - 7
	Scale Total	
	12.18	

Digital Boundaries



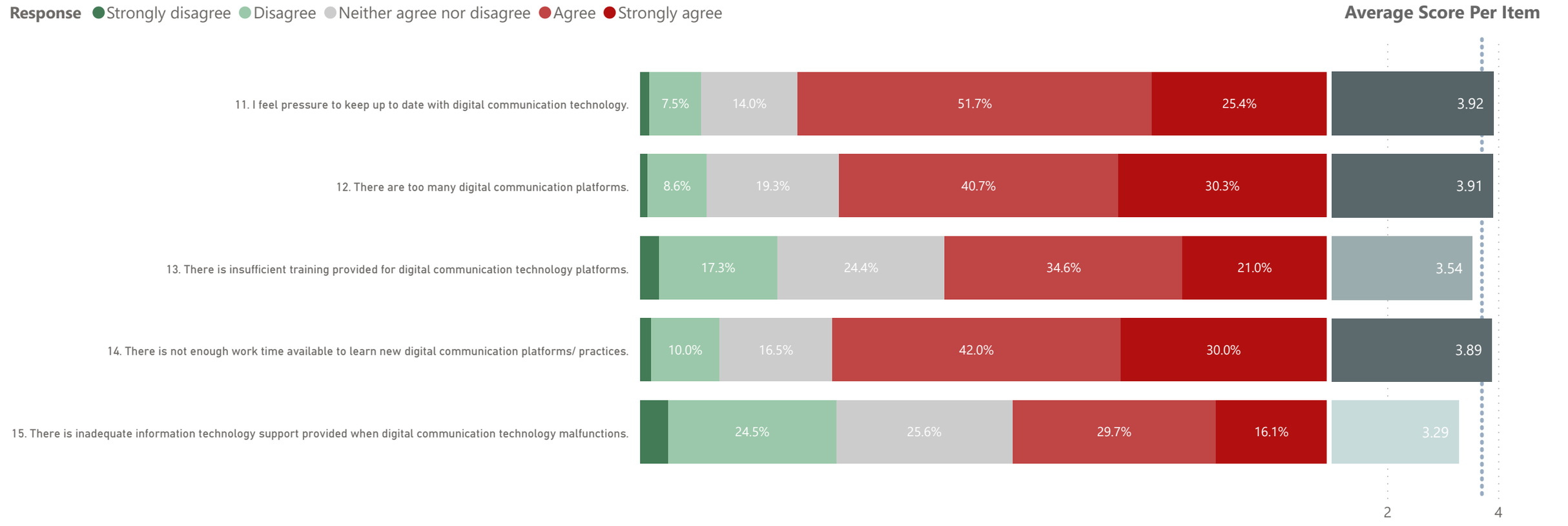
Average by Year and Work Role



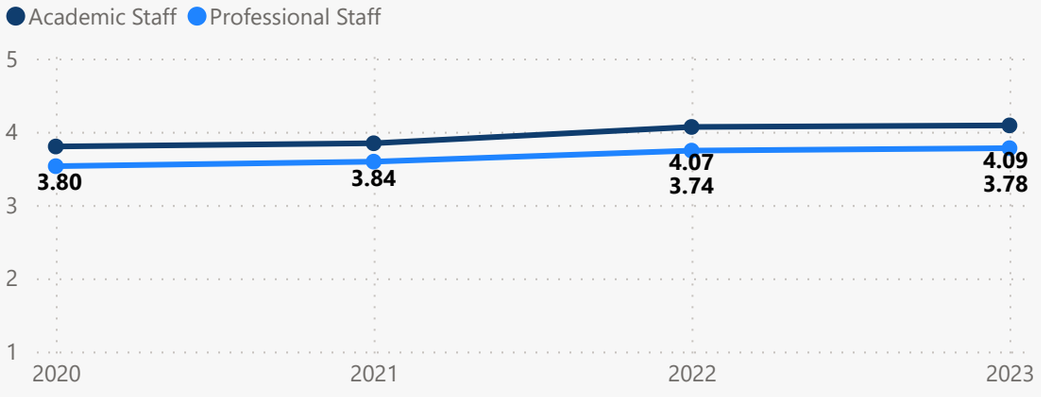
Digital Boundaries refers to self-imposed limits on communication technology.

Sample	Scale Average	Scale
2353	3.87	1 - 7
	Scale Total	
	19.33	

Digital Demands



Average by Year and Work Role

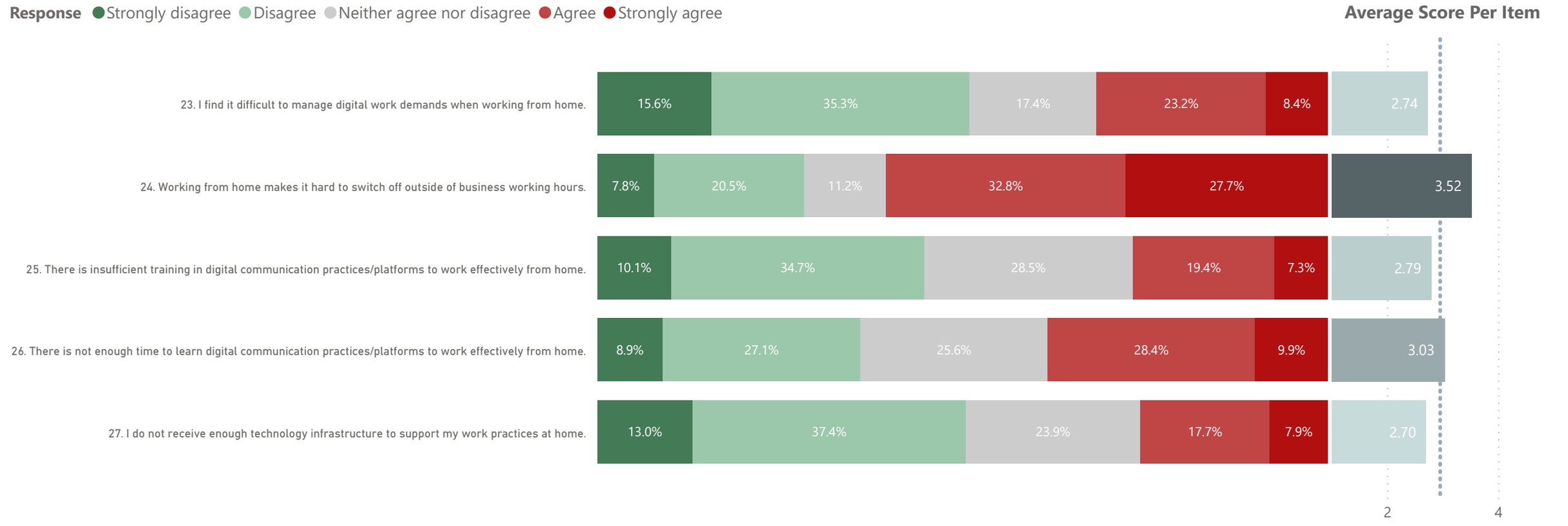


Digital Demands relate to the pressures and difficulties in using and interfacing with digital technologies.

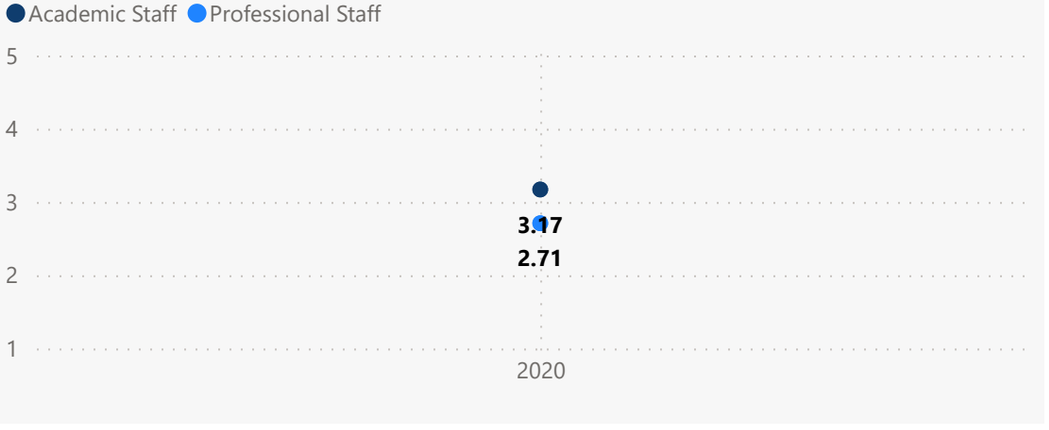
Zadow, A., Potter, R., Dollard, M., Bakker, A., Pignata, S., Afsharian, A., Parkin, A., & Lushington, K. (under review). Development and validation of the workplace digital demands and resources (WDDR) measure.

Sample	Scale Average	Scale
6265	3.76	1 - 5
	Scale Total	
	18.81	

WFH Digital Demands



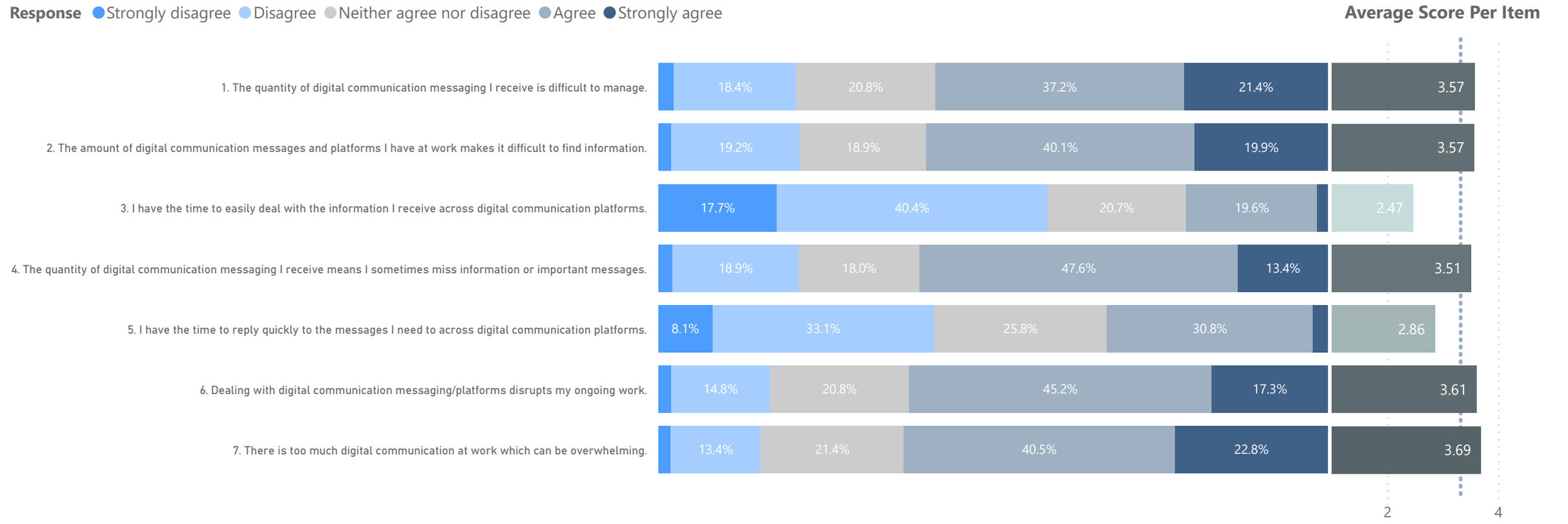
Average by Year and Work Role



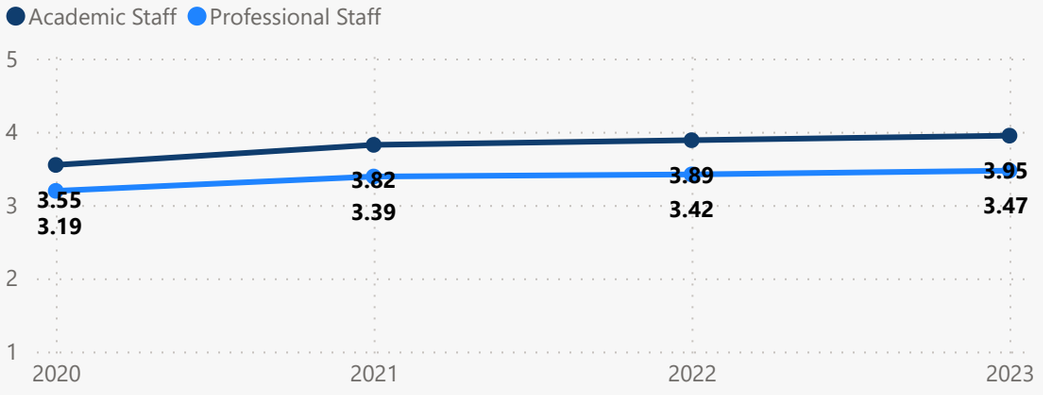
Digital Demands (working from home) relate to the pressures and difficulties in using and interfacing with digital technologies when working from home.

Sample	Scale Average	Scale
2185	2.96	1 - 5
	Scale Total	
	14.78	

Digital Communication Overload



Average by Year and Work Role



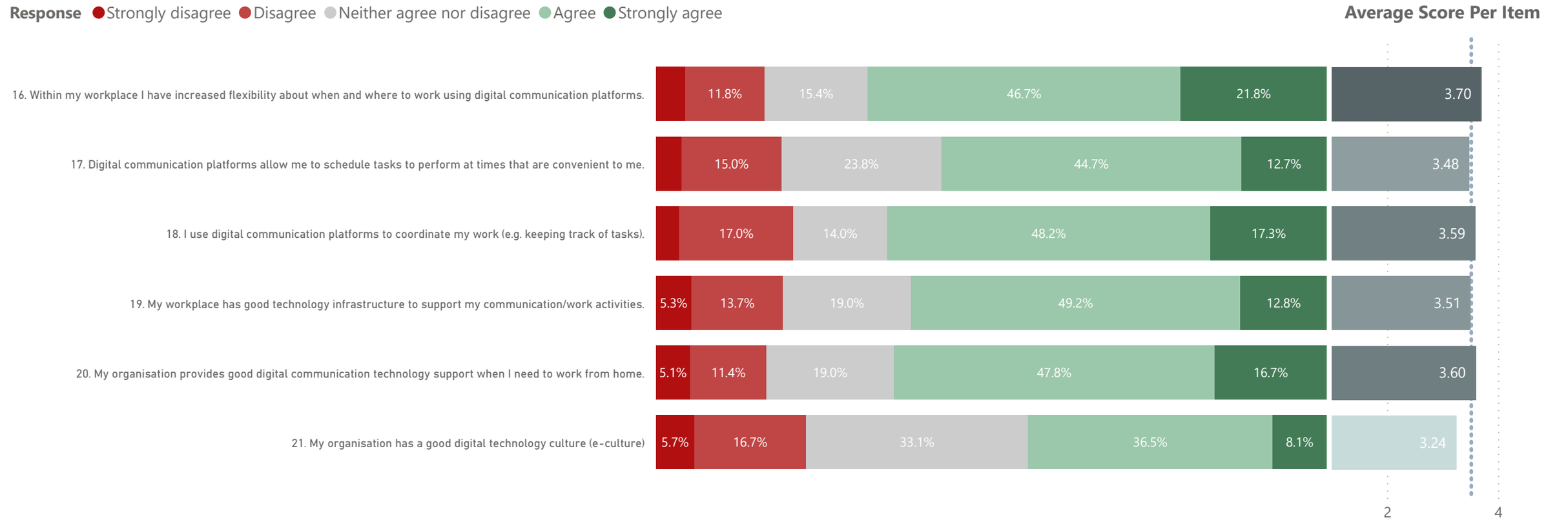
Digital Communication Overload (or just Digital Overload) refers to the extent to which digital messaging and its various platforms are overwhelming.

Zadow, A., Potter, R., Dollard, M., Bakker, A., Pignata, S., Afsharian, A., Parkin, A., & Lushington, K. (under review). Development and validation of the workplace digital demands and resources (WDDR) measure.

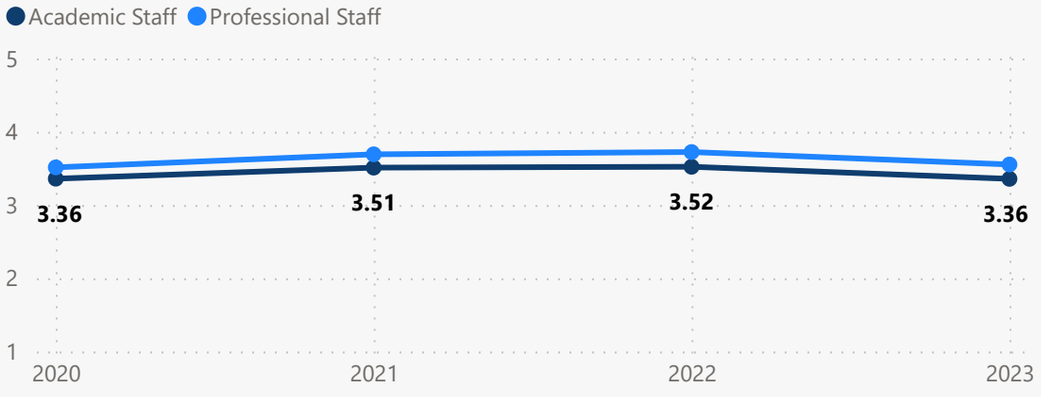
Note: items 3 and 5 is reverse coded. Further clarification is within the appendix.

Sample	Scale Average	Scale
6273	3.57	1 - 5
	Scale Total	
	25.00	

Digital Resources



Average by Year and Work Role

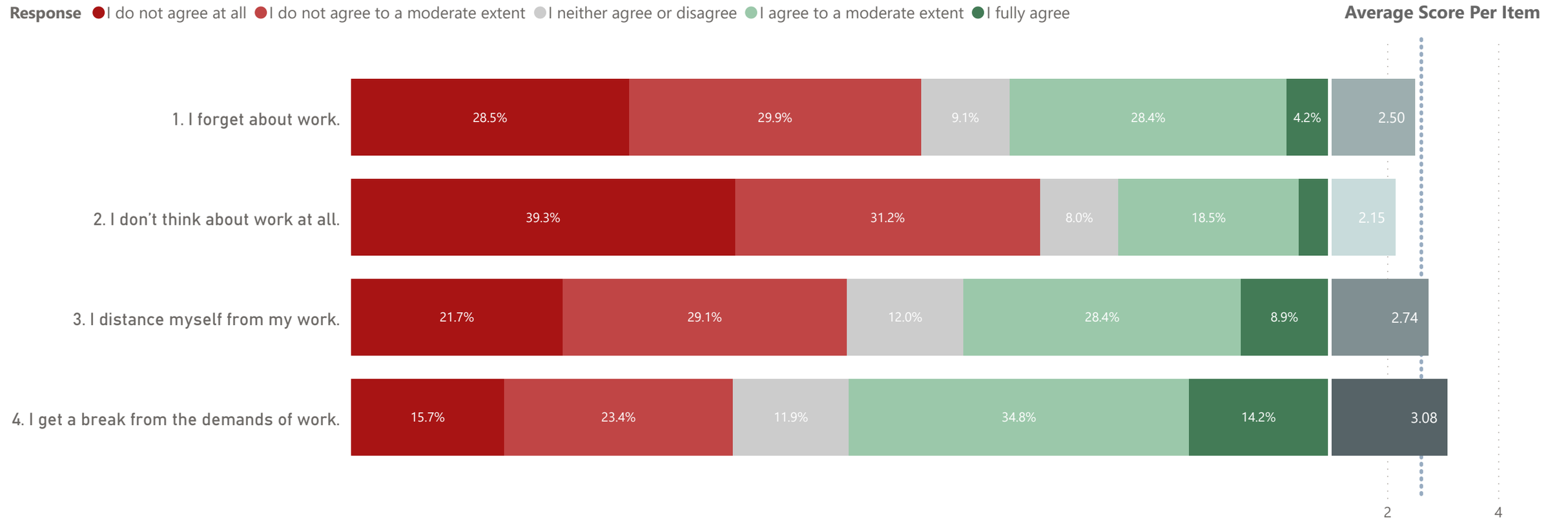


Digital Resources reflect the institutional support regarding communication technology, as well as the positive impacts it has on work.

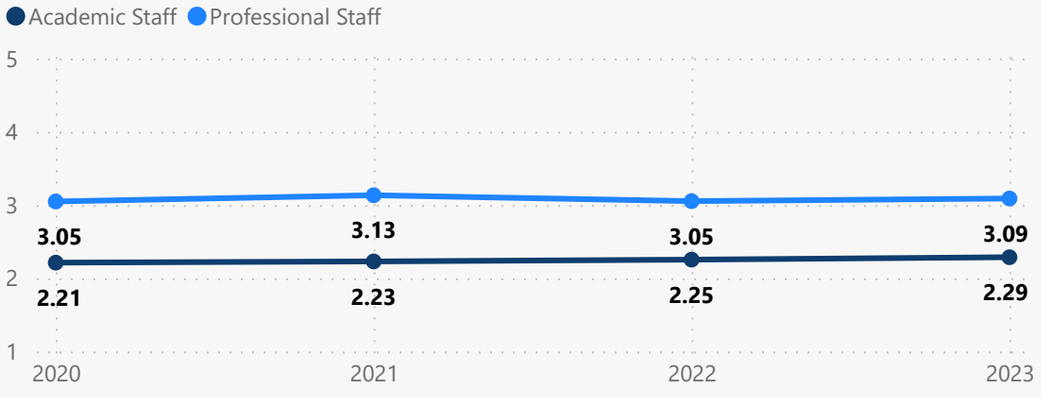
Zadow, A., Potter, R., Dollard, M., Bakker, A., Pignata, S., Afsharian, A., Parkin, A., & Lushington, K. (under review). Development and validation of the workplace digital demands and resources (WDDR) measure.

Sample	Scale Average	Scale
6273	3.52	1 - 5
	Scale Total	
	21.11	

Detachment



Average by Year and Work Role

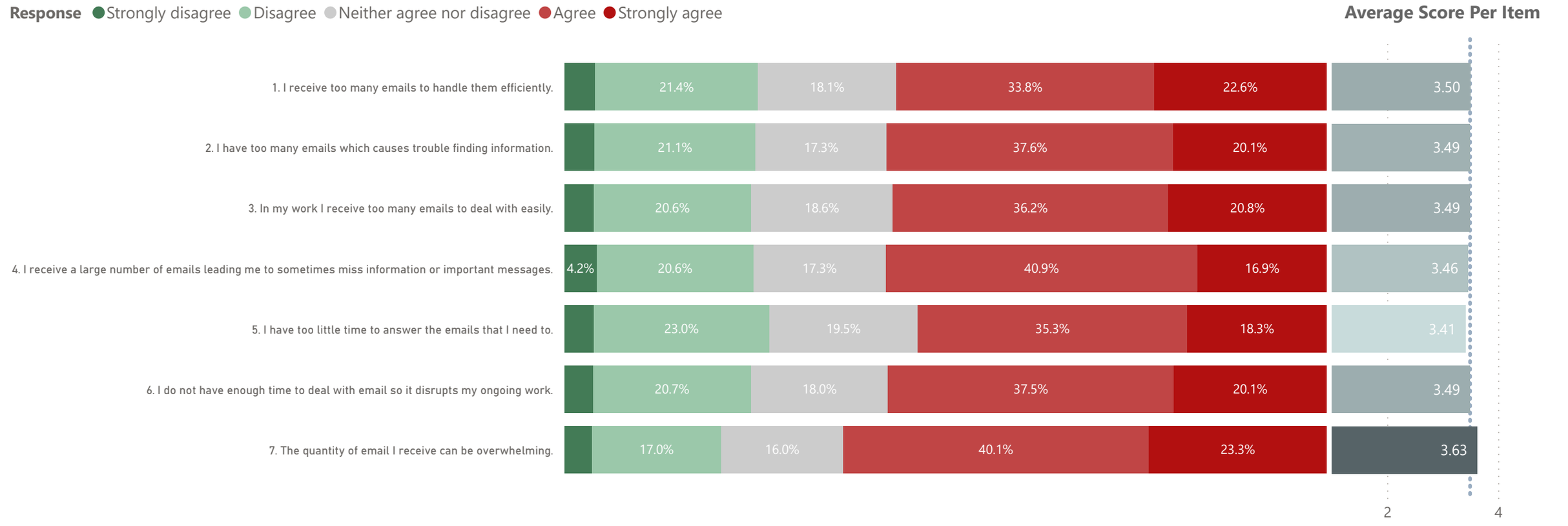


Detachment refers to the extent to which people are able to be mentally detached from work. It can be a key part of reducing burnout.

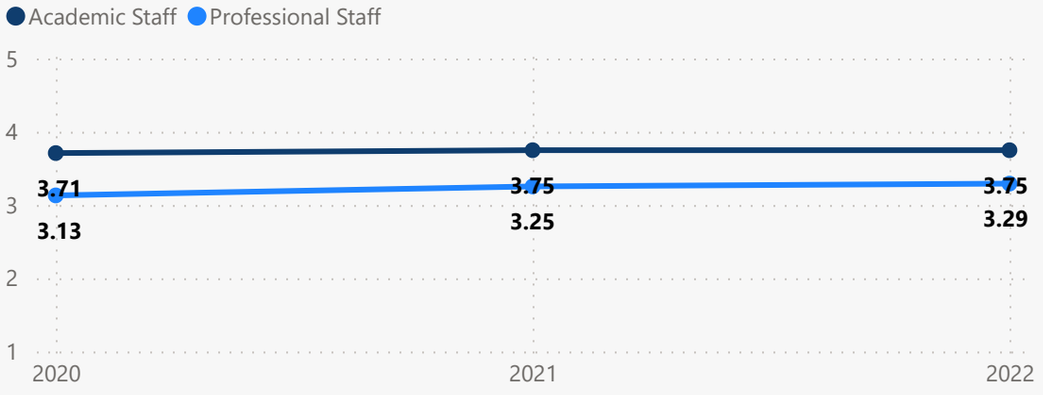
Sonnentag, S., & Fritz, C. (2007). The Recovery Experience Questionnaire: Development and Validation of a Measure for Assessing Recuperation and Unwinding From Work. Journal of Occupational Health Psychology, 12(3), 204-221.

Sample	Scale Average	Scale
6084	2.62	1 - 5
	Scale Total	
	10.47	

Email Overload



Average by Year and Work Role

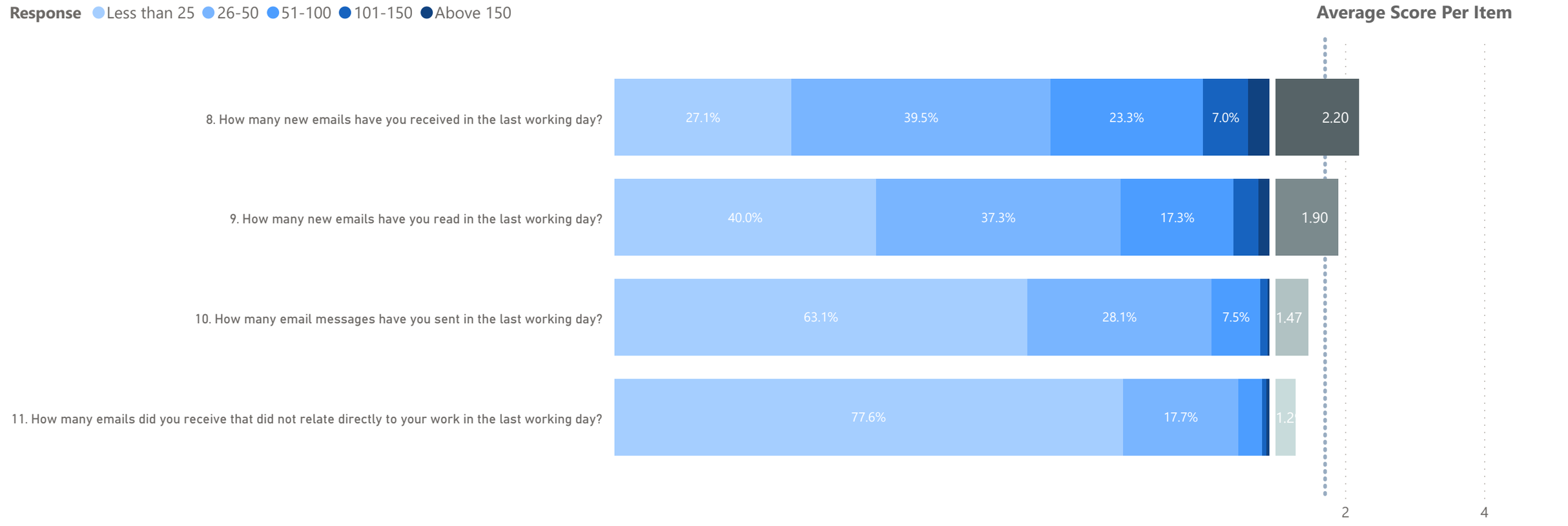


Email Overload measures whether an individual has the capability to deal with the quantity of emails they receive, and whether too many emails hinder work.

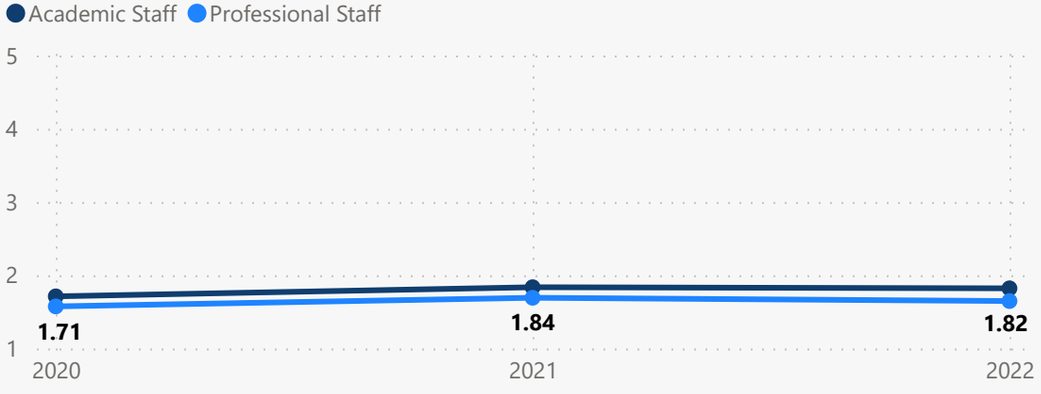
Dabbish, L. A., & Kraut, R. E. (2006, November). Email overload at work: an analysis of factors associated with email strain. In Proceedings of the 2006 20th anniversary conference on Computer supported cooperative work (pp. 431-440). ACM.

Sample	Scale Average	Scale
5189	3.50	1 - 5
	Scale Total	
	24.47	

Email Volume



Average by Year and Work Role

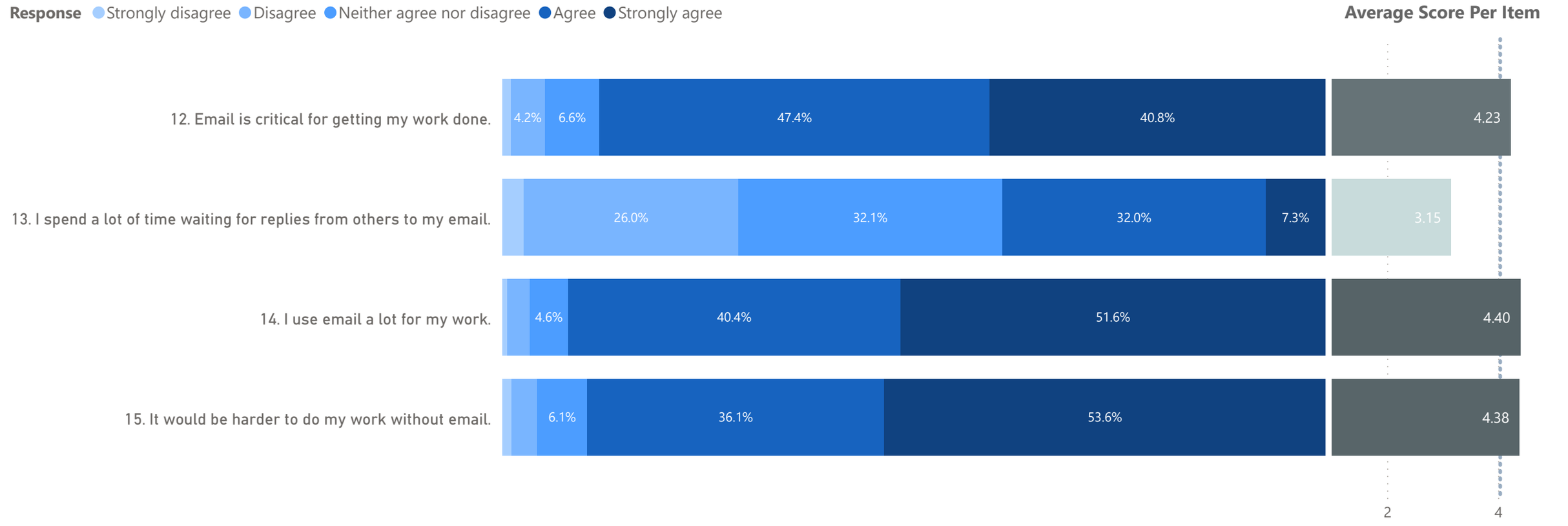


Email Volume measures how many emails are sent and received by individuals daily.

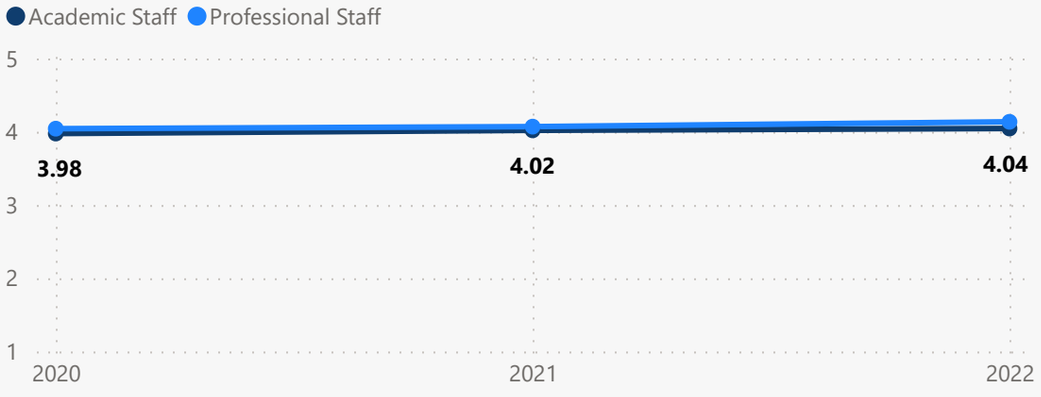
Dabbish, L. A., & Kraut, R. E. (2006, November). Email overload at work: an analysis of factors associated with email strain. In Proceedings of the 2006 20th anniversary conference on Computer supported cooperative work (pp. 431-440). ACM.

Sample	Scale Average	Scale
5169	1.71	1 - 5
	Scale Total	
	6.86	

Email Work Importance



Average by Year and Work Role

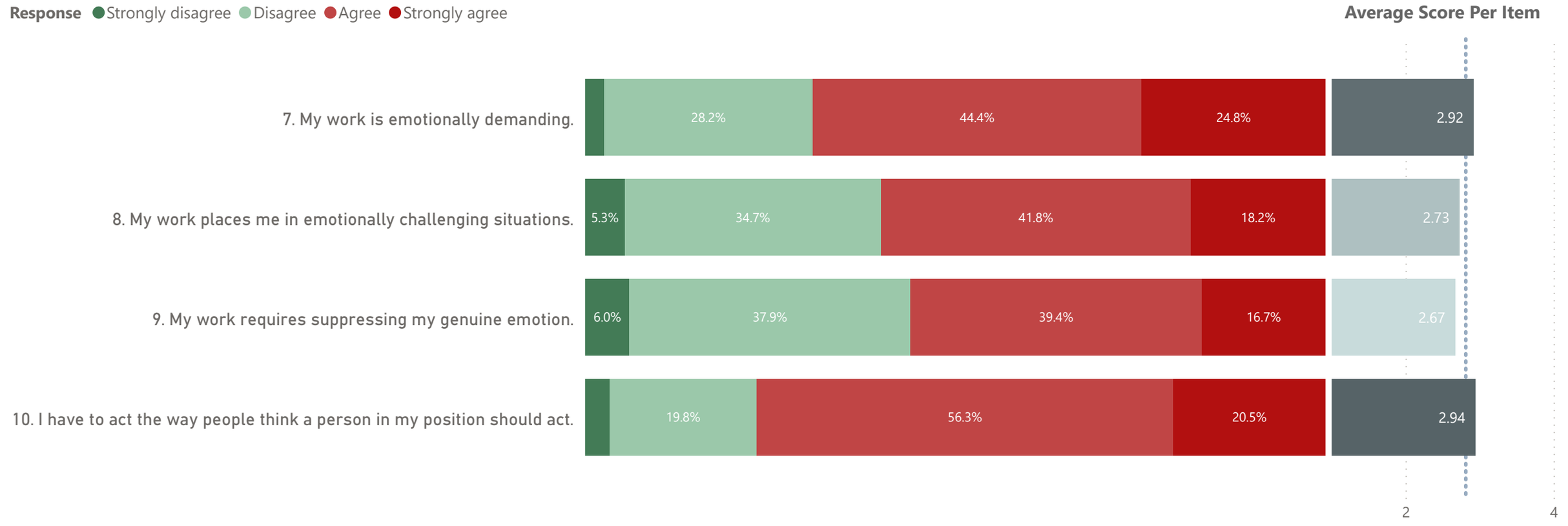


Email Work Importance is a measure of the centrality of email to an individual's work and tasks.

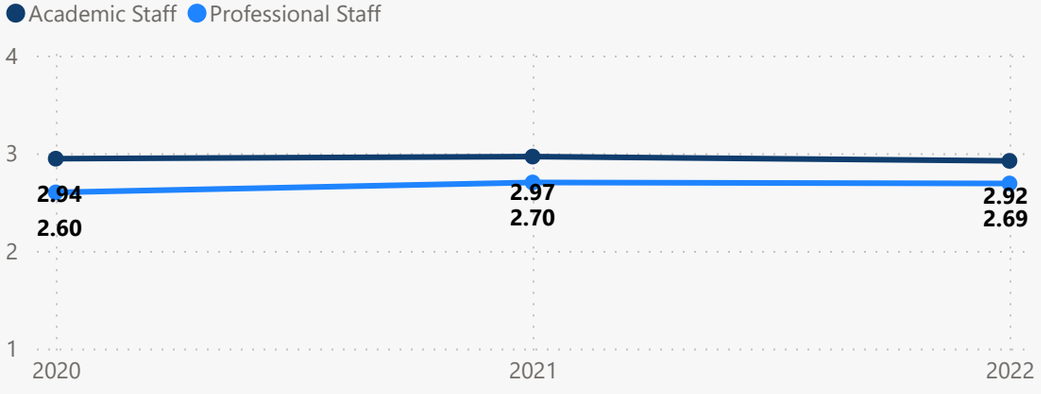
Dabbish, L. A., & Kraut, R. E. (2006, November). Email overload at work: an analysis of factors associated with email strain. In Proceedings of the 2006 20th anniversary conference on Computer supported cooperative work (pp. 431-440). ACM.

Sample	Scale Average	Scale
5189	4.04	1 - 5
	Scale Total	
	16.15	

Emotional Demands



Average by Year and Work Role

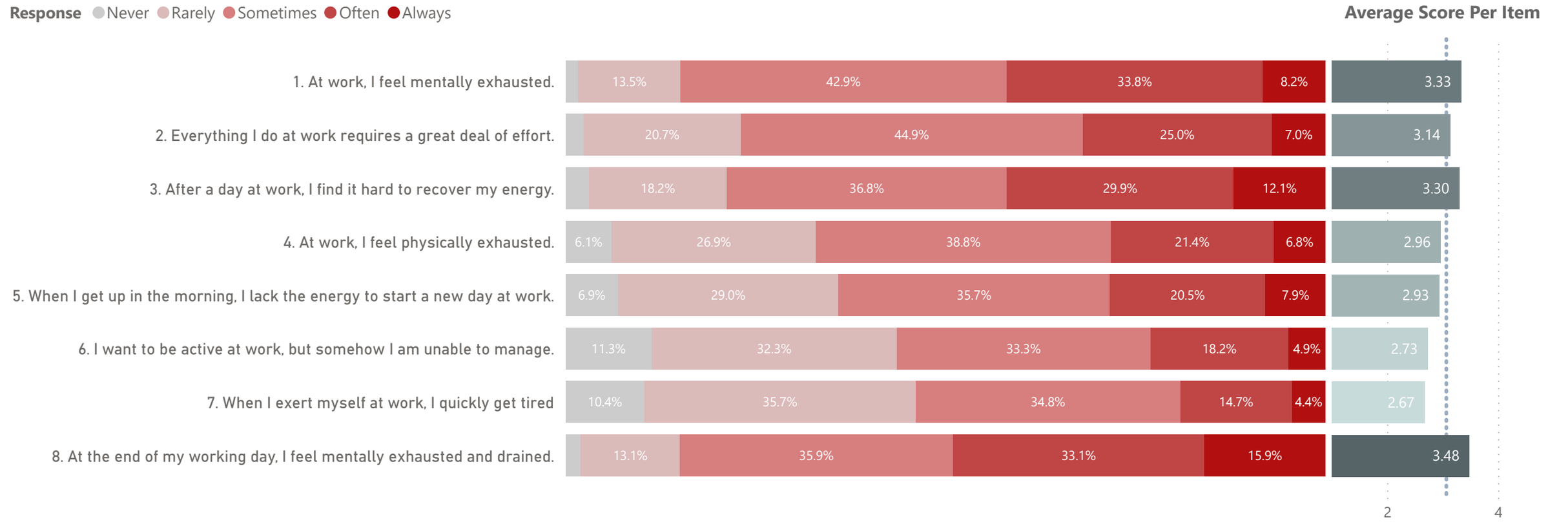


Emotional Demands relates to the emotional toll of work, including the need to mask or suppress emotional reactions.

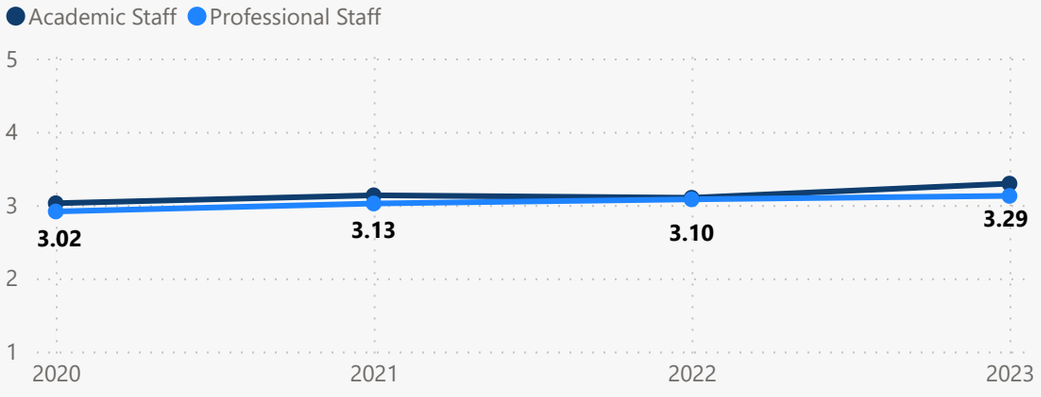
Karasek, R. A., Brisson, C., Kawakami, N., Houtman, I., Bongers, P., & Amick, B. (1998). The job content questionnaire (JCQ): An instrument for internationally comparative assessment of psychosocial job characteristics. Journal of Occupational Health Psychology, 3, 322–355.

Sample	Scale Average	Scale
5288	2.81	1 - 4
	Scale Total	
	11.25	

Emotional Exhaustion



Average by Year and Work Role



Emotional Exhaustion is the extent to which an individual is depleted from the experience of work.

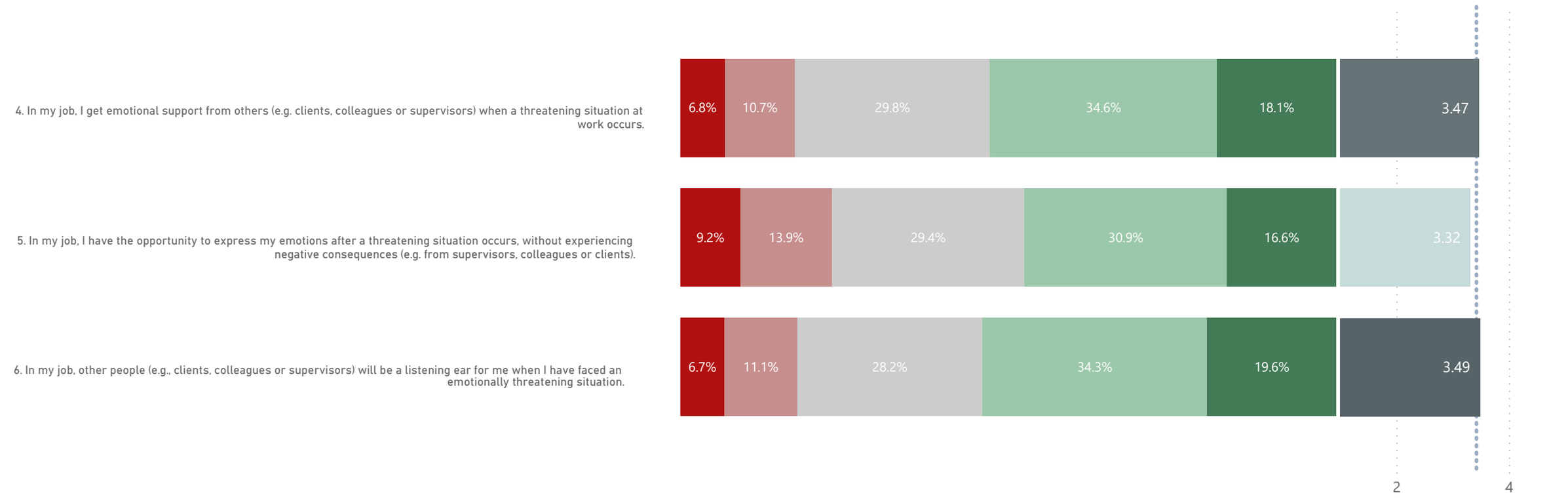
Schaufeli, W.B., De Witte, H. & Desart, S. (2019). User Manual – Burnout Assessment Tool (BAT) – Version 2.0. KU Leuven, Belgium: Internal report. https://burnoutassessmenttool.be/

Sample	Scale Average	Scale
6093	3.07	1 - 5
	Scale Total	
	24.54	

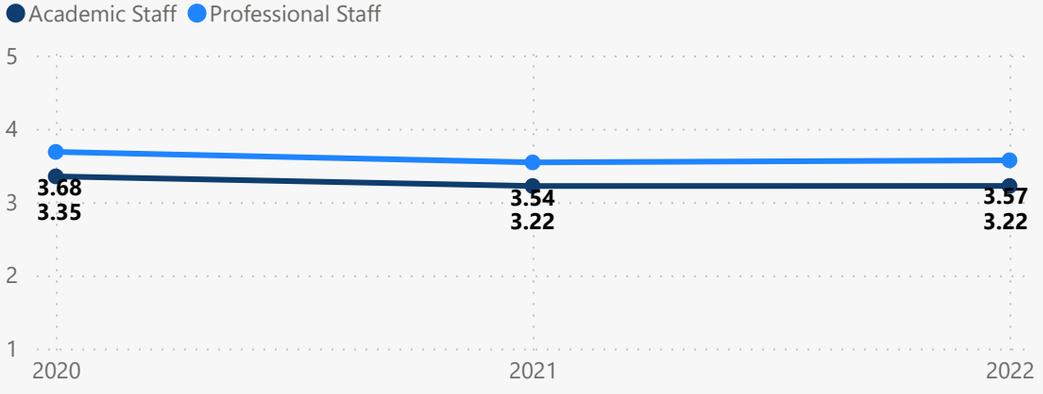
Emotional Resources

Response Never or very rarely · Rarely · Occasionally · Often · Very often or always

Average Score Per Item



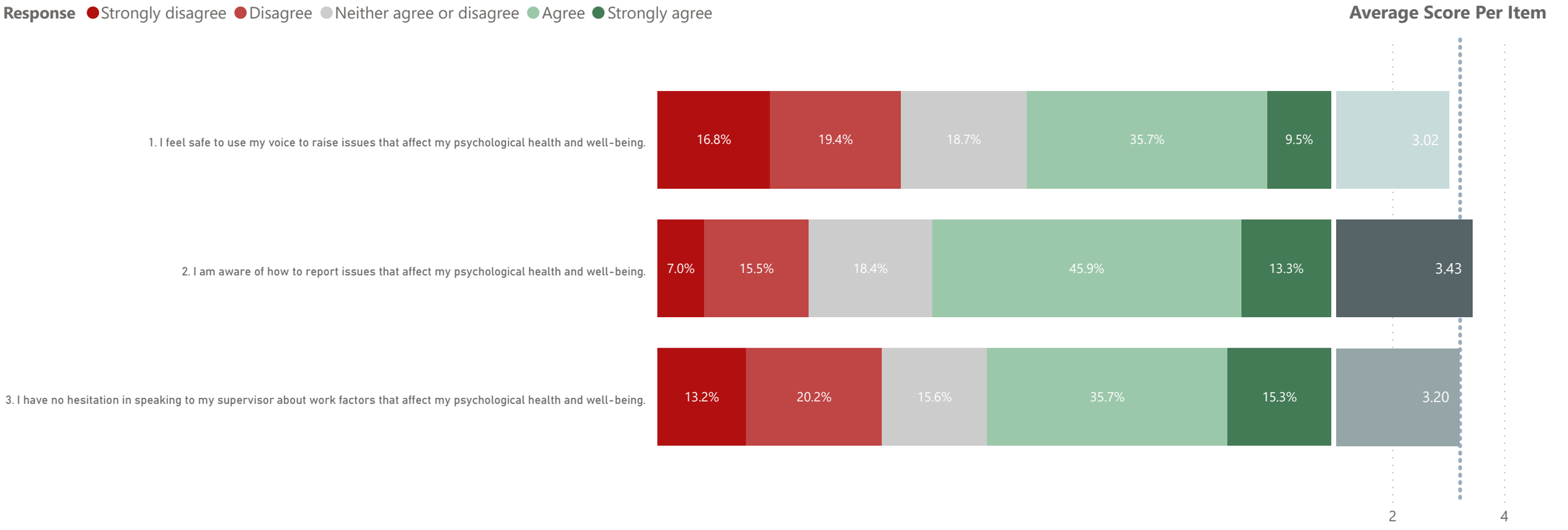
Average by Year and Work Role



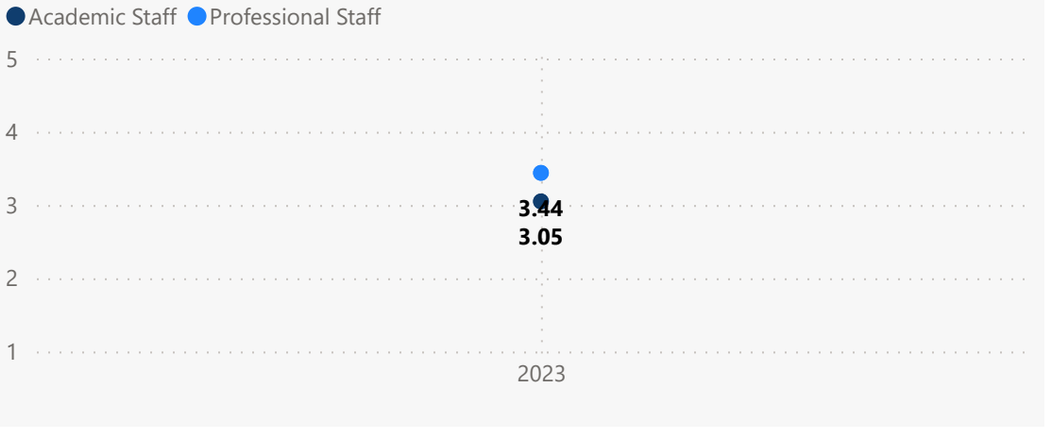
Emotional Resources refers to a positive environment for emotional expression as well as emotional supports from people in the work environment.

Sample	Scale Average	Scale
5255	3.43	1 - 5
	Scale Total	
	10.28	

Employee Voice



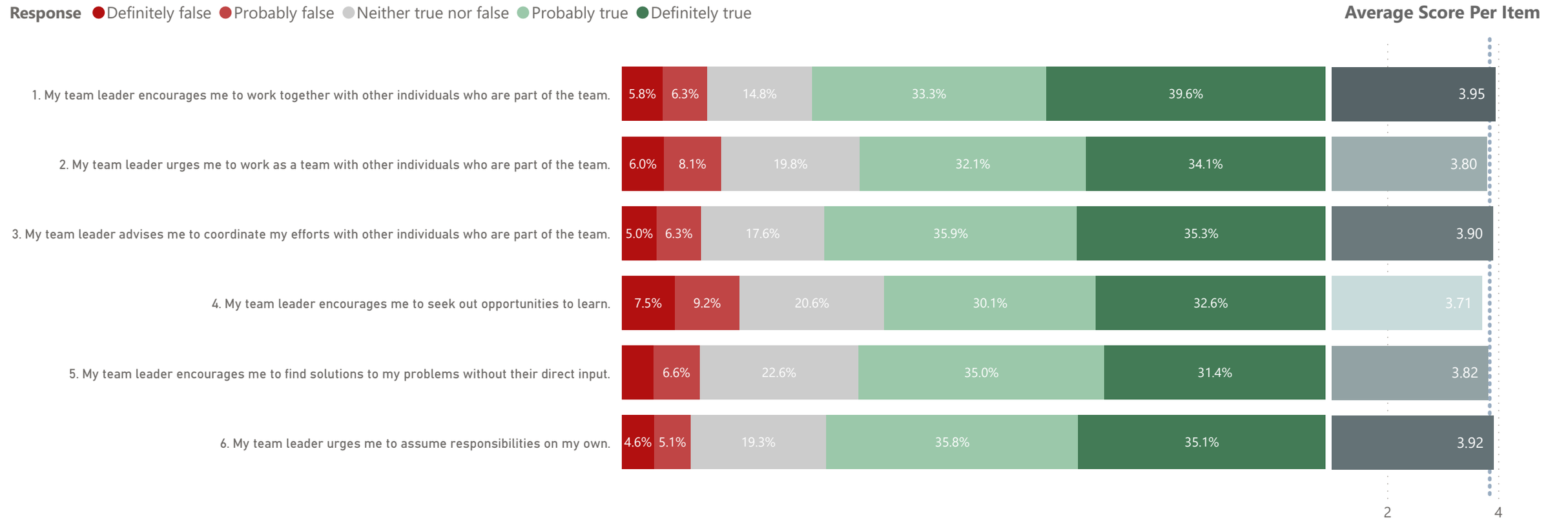
Average by Year and Work Role



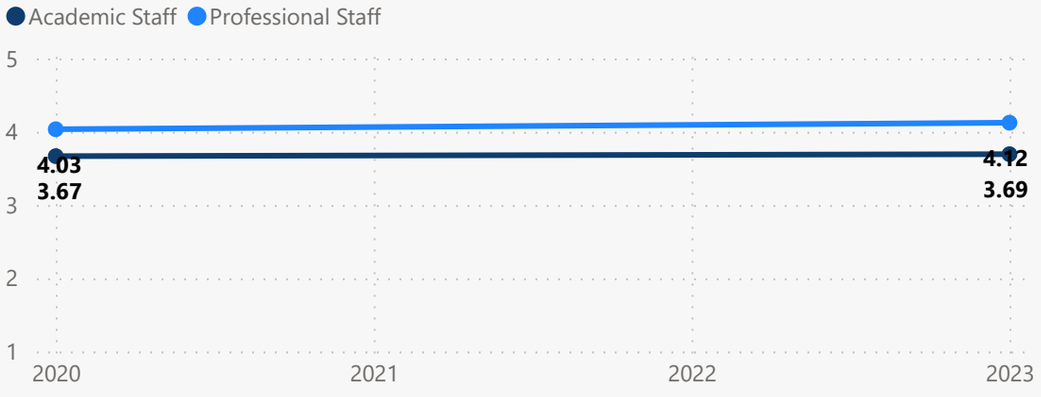
Employee Voice is the extent to which an employee feels safe and respected enough to raise issues relating to workplace psychological health and wellbeing.

Sample	Scale Average	Scale
932	3.22	1 - 5
	Scale Total	
	9.65	

Empowering Leadership



Average by Year and Work Role

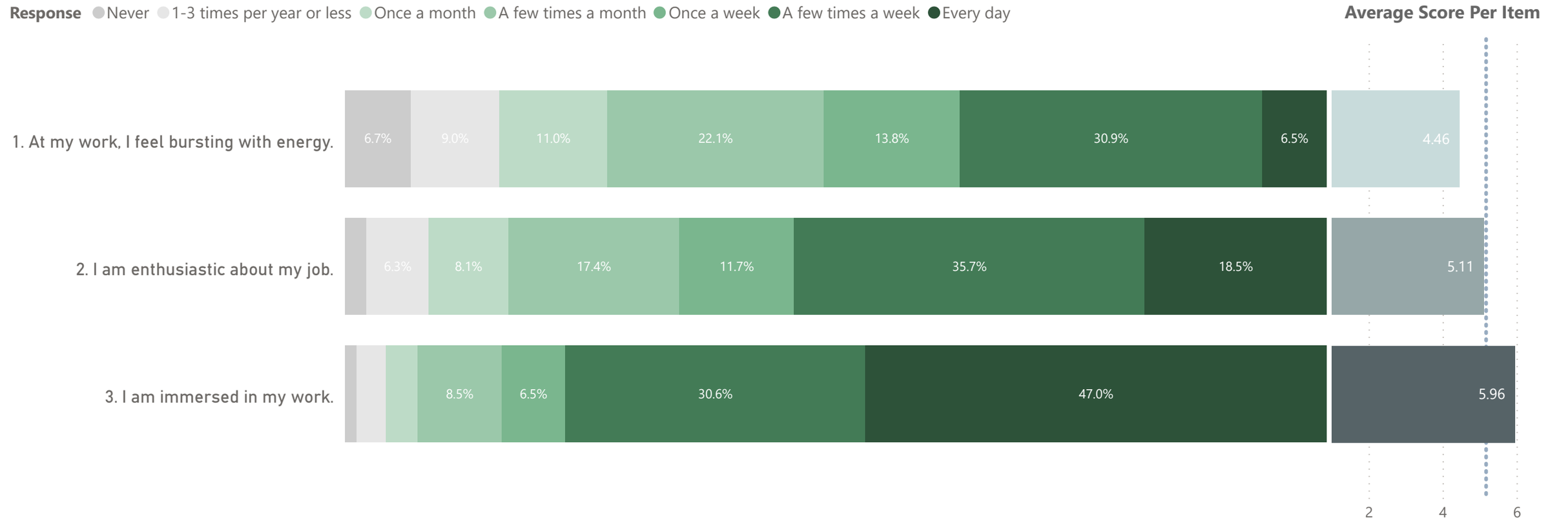


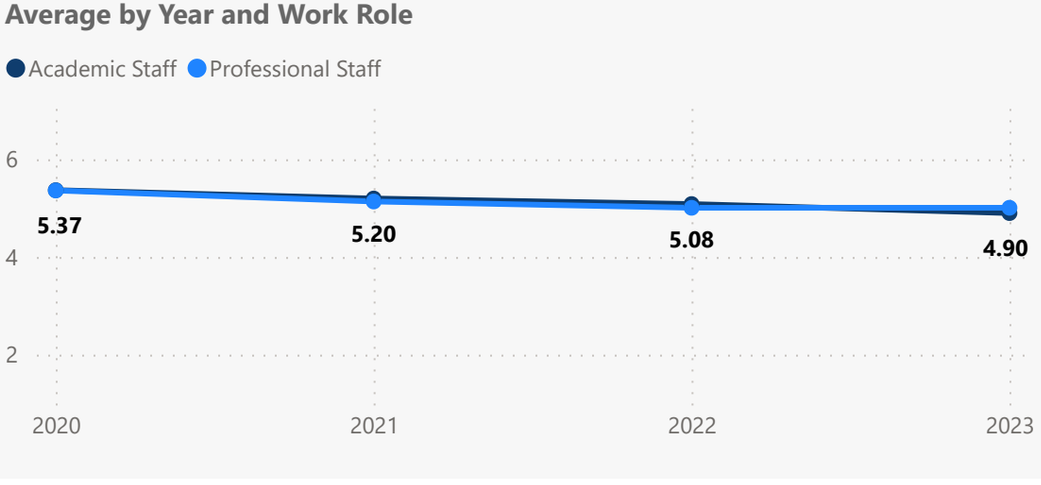
Empowering Leadership is the extent to which leadership develops autonomy and agency under a particular leader.

Pearce, C., & Sims, H. (2002). Vertical Versus Shared Leadership as Predictors of the Effectiveness of Change Management Teams: An Examination of Aversive, Directive, Transactional, Transformational, and Empowering Leader Behaviors. Group Dynamics: Theory, Research, and Practice, 6(2), 172-197.

Sample	Scale Average	Scale
3015	3.85	1 - 5
	Scale Total	
	23.10	

Engagement



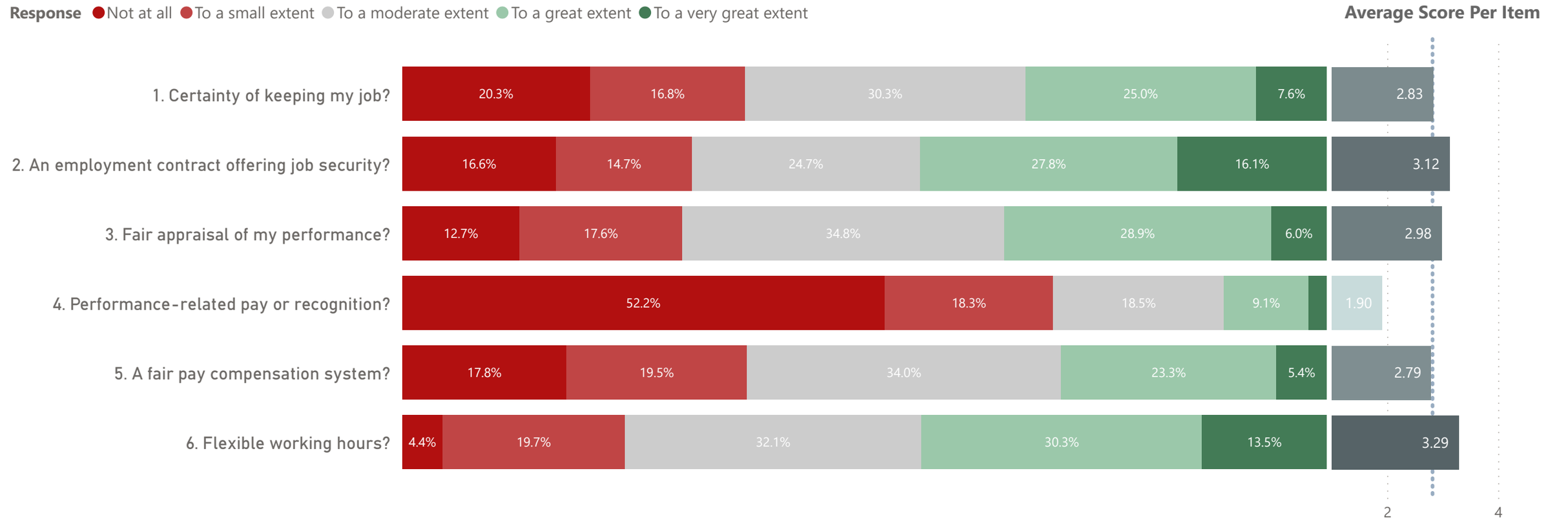


Engagement measures an individual's vigour, dedication and absorption in relation to their work.

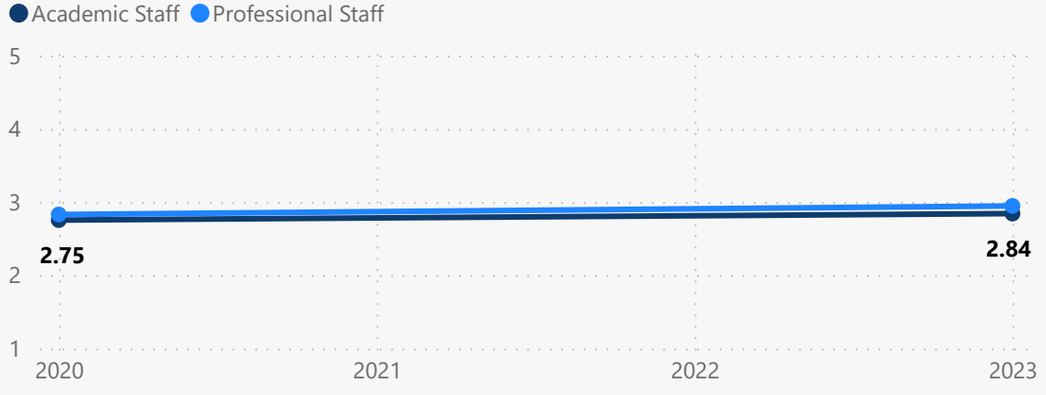
Schaufeli, W., & Bakker, A. (2003). UWES Utrecht Work Engagement Scale. Preliminary Manual [Version 1, November 2005]. Utrecht University, Occupational Health Psychology Unit: The Netherlands.

Sample	Scale Average	Scale
6288	5.18	1 - 7
	Scale Total	
	15.53	

HR Policy



Average by Year and Work Role



HR Policy refers to positive work arrangements provided by contract or management.

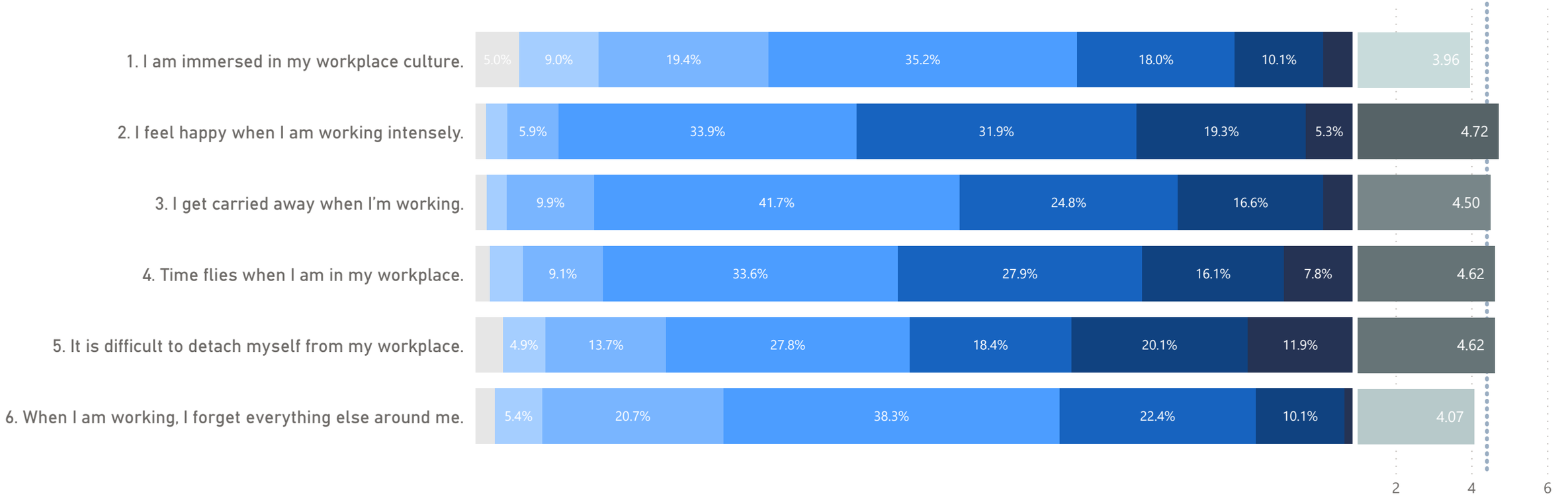
Boon, C. (2008). *HRM and Fit: Survival of the fittest!?* [Doctoral dissertation, Erasmus University, Rotterdam, The Netherlands]. http://hdl.handle.net/1765/12606

Sample	Scale Average	Scale
2996	2.82	1 - 5
	Scale Total	
	16.91	

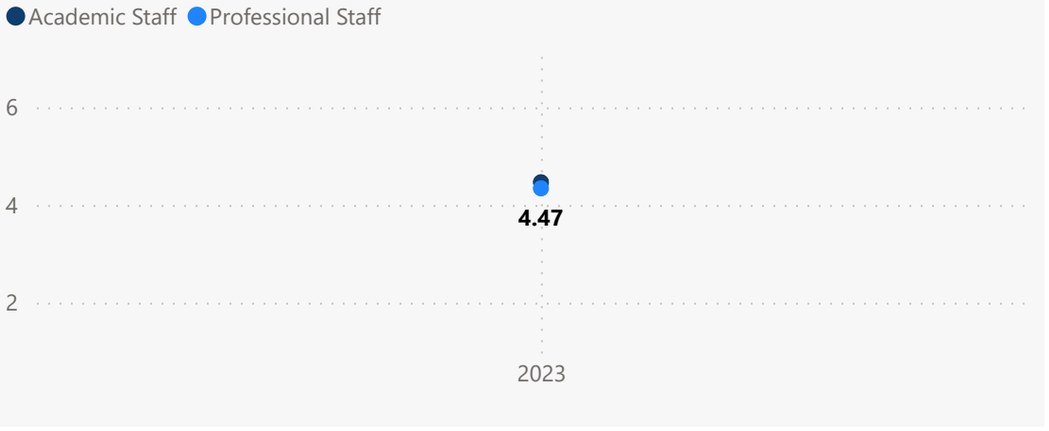
Immersion

Response Never Almost never Rarely Sometimes Often Very Often Always

Average Score Per Item



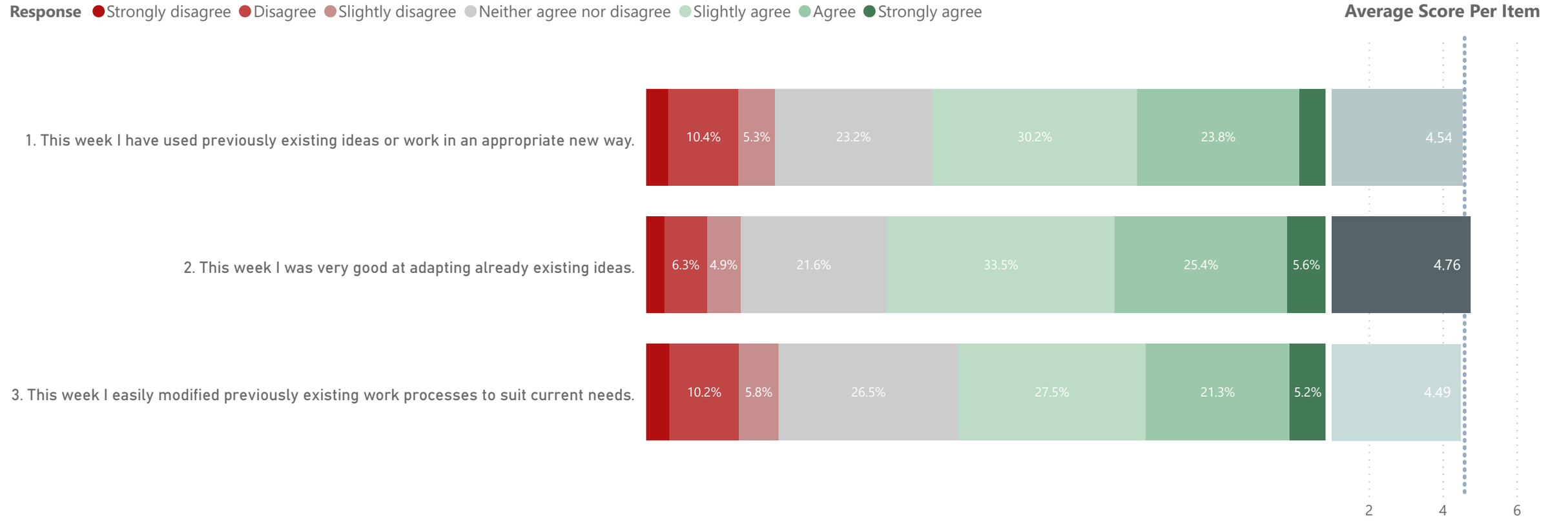
Average by Year and Work Role



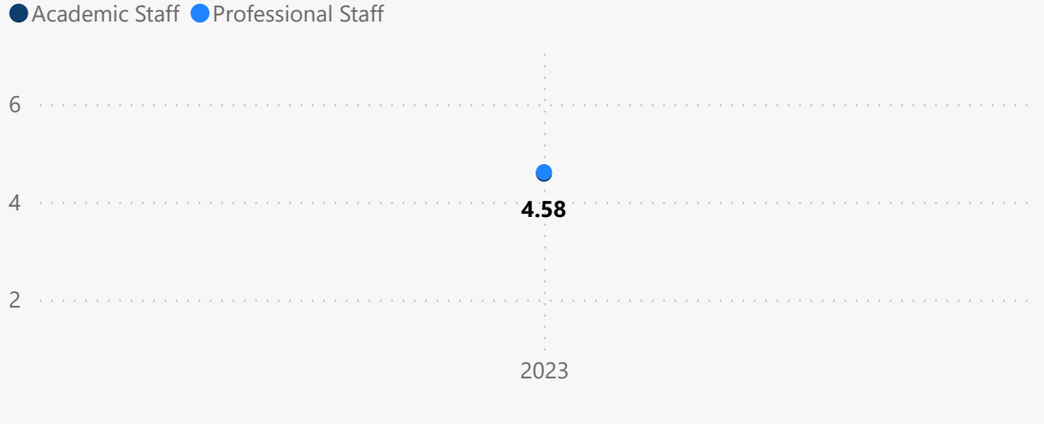
Immersion is the extent to which an individual displays a deep involvement or commitment to work and organisational culture.

Sample	Scale Average	Scale
999	4.41	1 - 7
	Scale Total	
	26.48	

Innovation



Average by Year and Work Role



Innovation is the ability to adapt new ideas in the process of work.

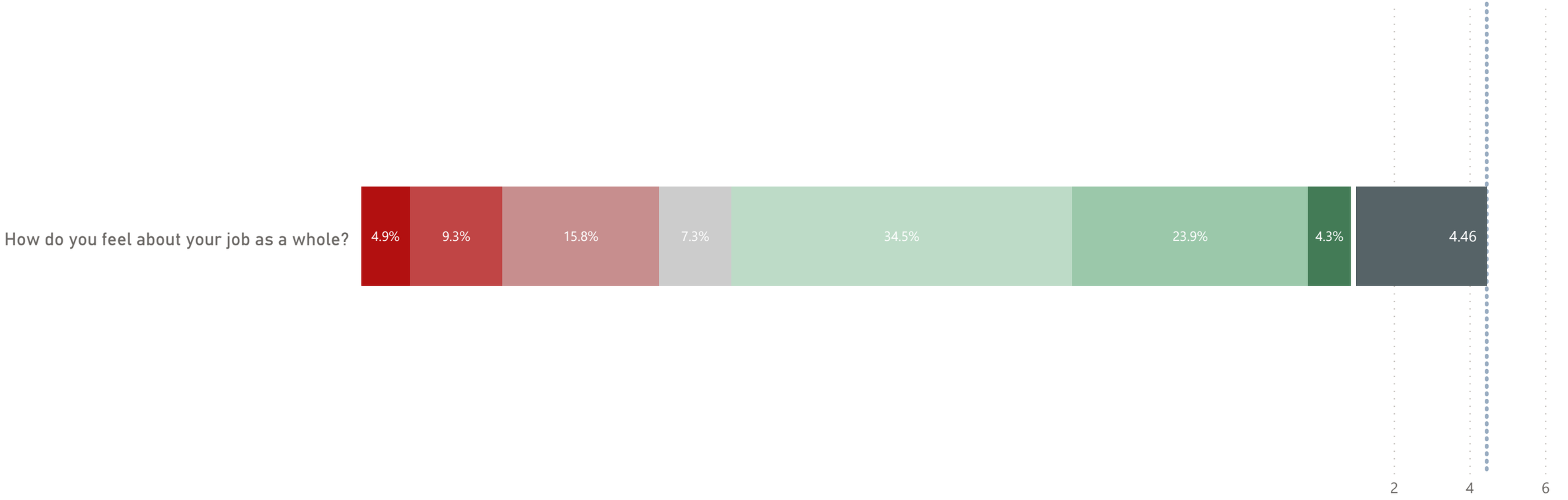
Madjar, N., Greenberg, E., and Chen, Z. (2011). Factors for radical creativity, incremental creativity, and routine, noncreative performance. J. Appl. Psychol. 96, 730–743. doi: 10.1037/a0022416

Sample	Scale Average	Scale
961	4.59	1 - 7
	Scale Total	
	13.78	

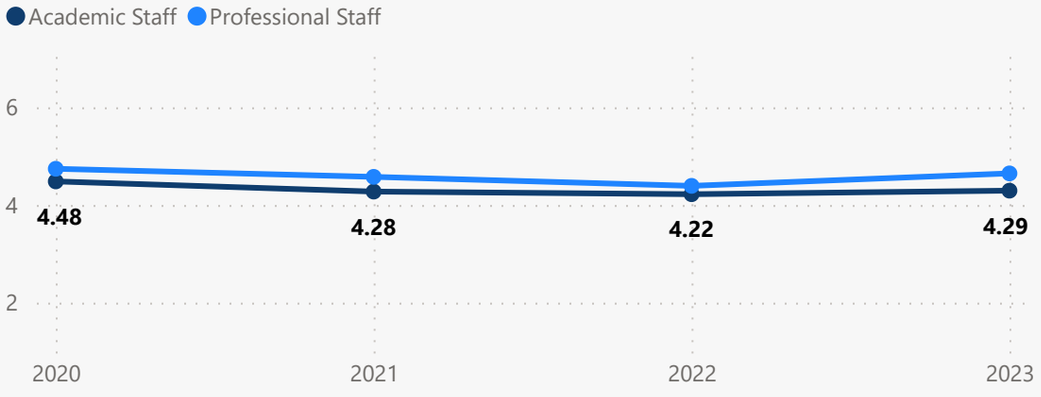
Job Satisfaction

Response I'm extremely dissatisfied. I'm very dissatisfied. I'm moderately dissatisfied. I'm not sure. I'm moderately satisfied. I'm very satisfied. I'm extremely satisfied.

Average Score Per Item



Average by Year and Work Role

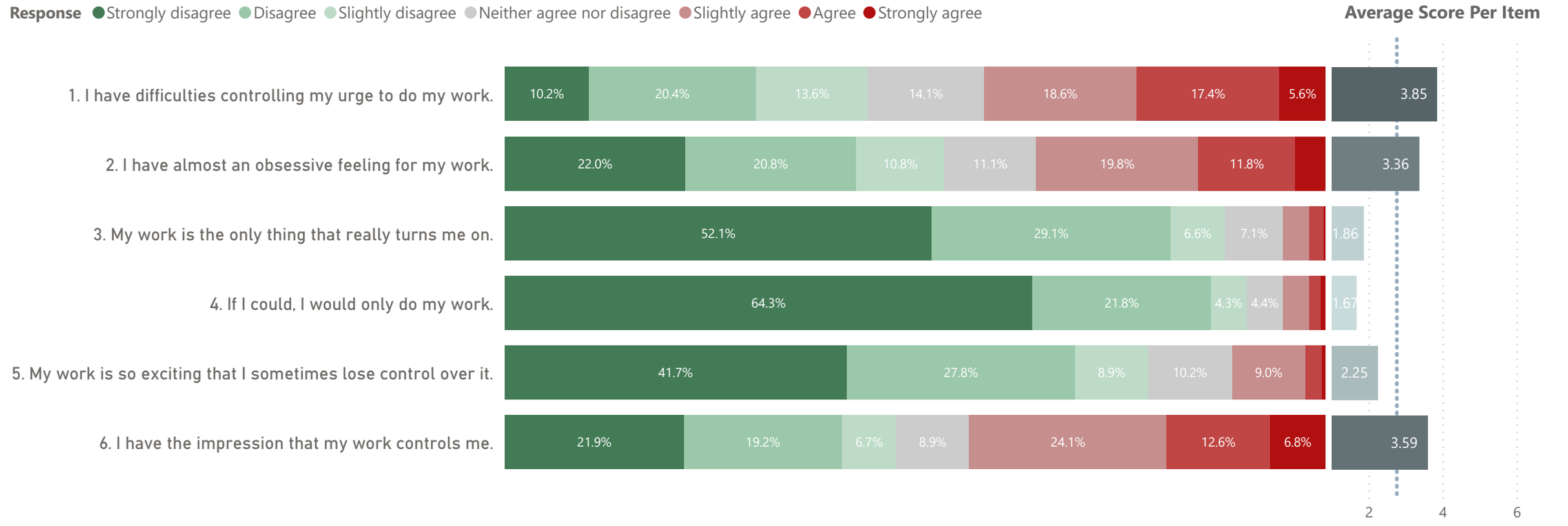


Job Satisfaction is derived from Warr, P., Cook, J., & Wall, T. (1979). Scales for the measurement of some work attitudes and aspects of psychological well-being.

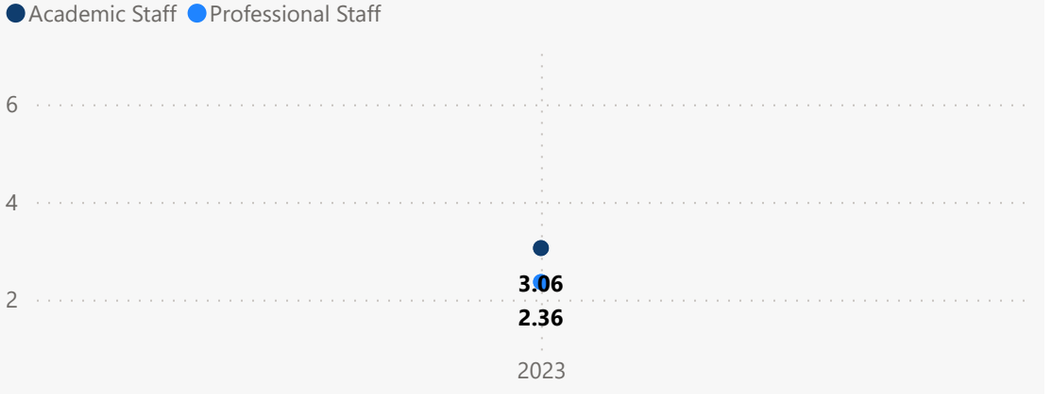
Warr, P., Cook, J., & Wall, T. (1979). Scales for the measurement of some work attitudes and aspects of psychological well-being. *Journal of Occupational Psychology, 52*, 129 —148.

Sample	Scale Average	Scale
6205	4.46	1 - 7
	Scale Total	
	4.46	

Obsessive Passion



Average by Year and Work Role

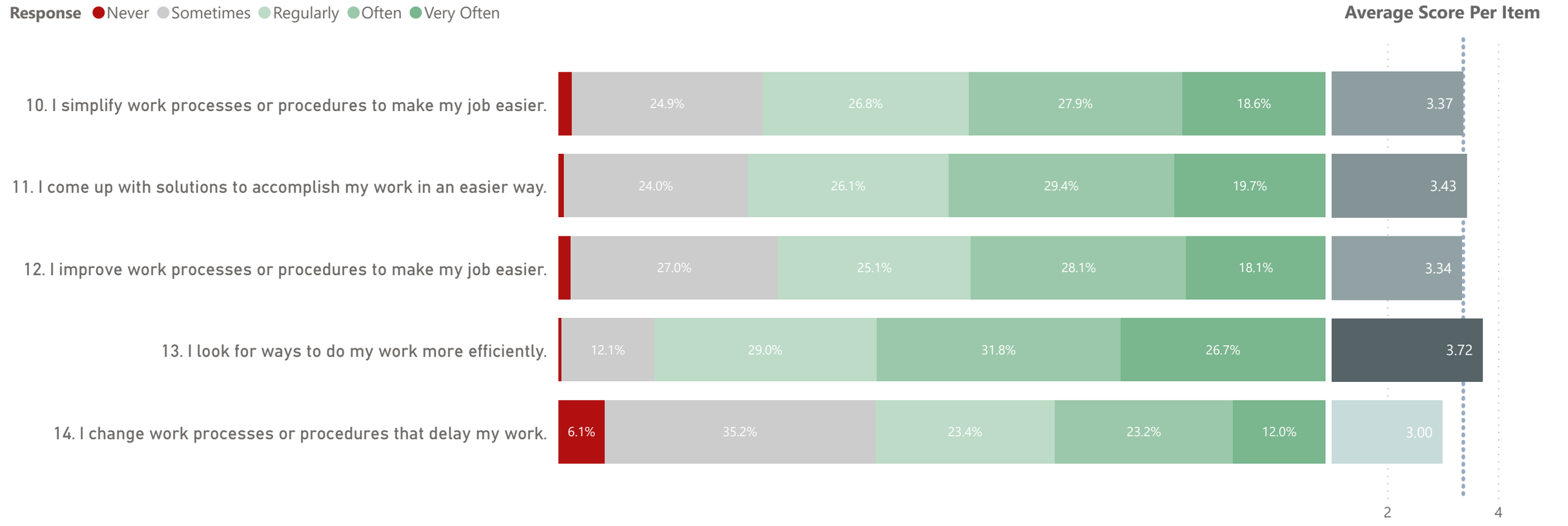


Obsessive Passion is a measure of an individual's internal pressures to engage in work. It is a reflection of an unhealthy adaptation to work caused by "negative affect and rigid persistence".

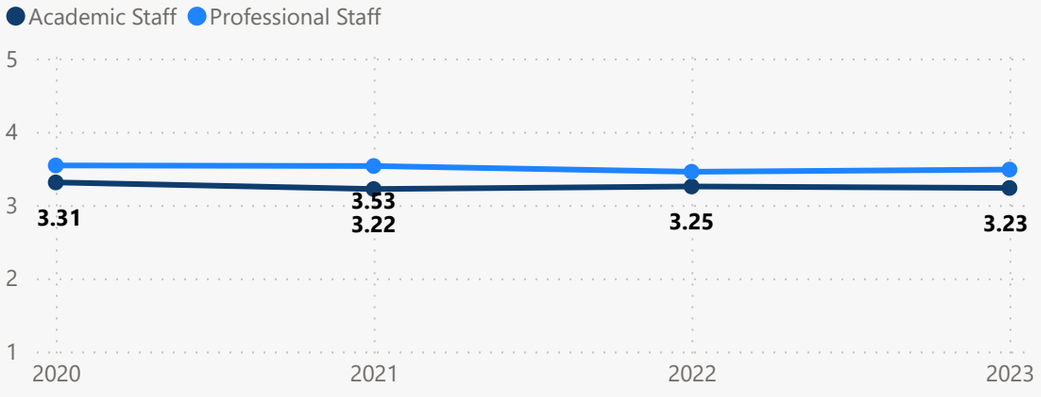
Vallerand, R. J., Blanchard, C. M., Mageau, G. A., Koestner, R., Ratelle, C., Léonard, M., . . . Marsolais, J. (2003). Les passions de l'ame: On obsessive and harmonious passion. Journal of Personality and Social Psychology, 85, 756 –767.

Sample	Scale Average	Scale
950	2.76	1 - 7
	Scale Total	
	16.58	

Optimising Job Demands



Average by Year and Work Role

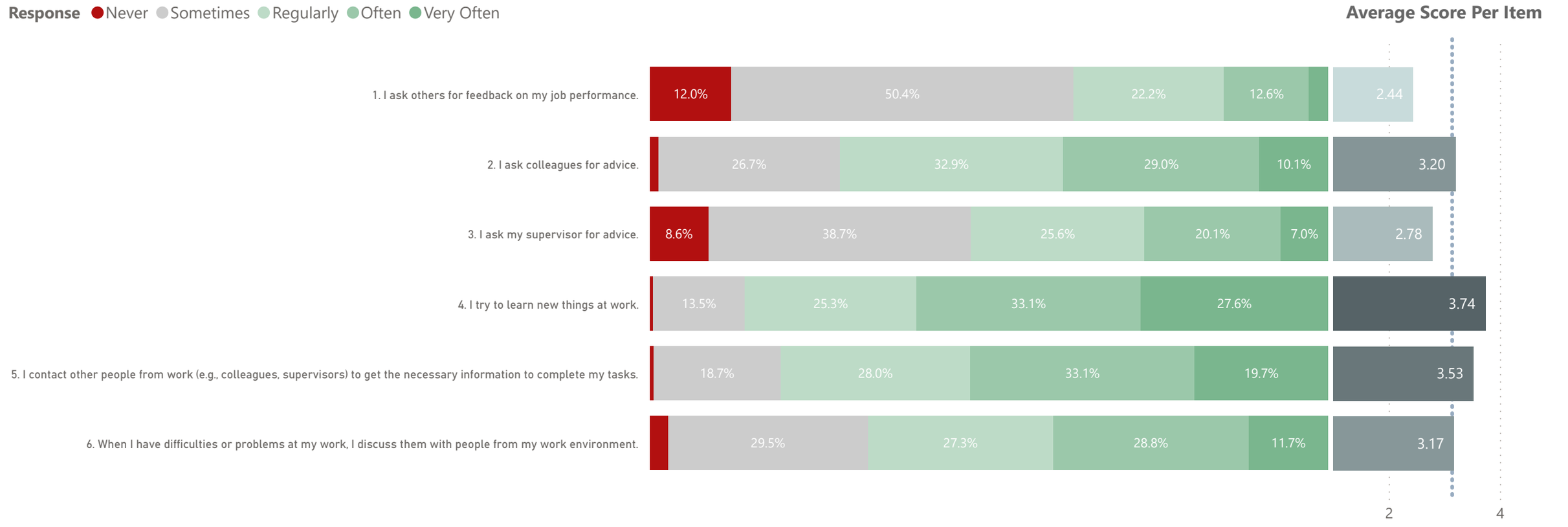


Optimising Job Demands is the extent to which an individual looks for ways to better handle job demands.

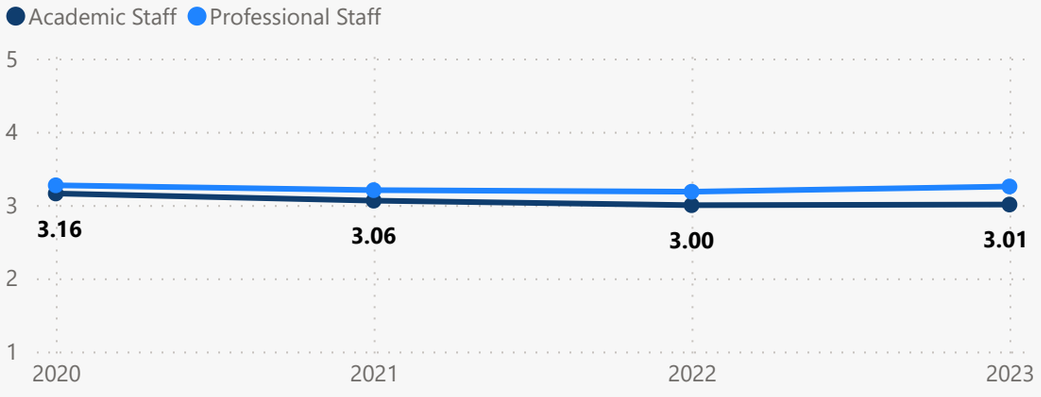
Demerouti, E., & Peeters, M. C. (2018). Transmission of reduction-oriented crafting among colleagues: A diary study on the moderating role of working conditions. Journal of Occupational and Organizational Psychology, 91(2), 209-234.

Sample	Scale Average	Scale
6258	3.37	1 - 5
	Scale Total	
	16.87	

Optimising Resources



Average by Year and Work Role



Optimising Job Resources is the extent to which an individual uses their work resources more efficiently, working more collaboratively.

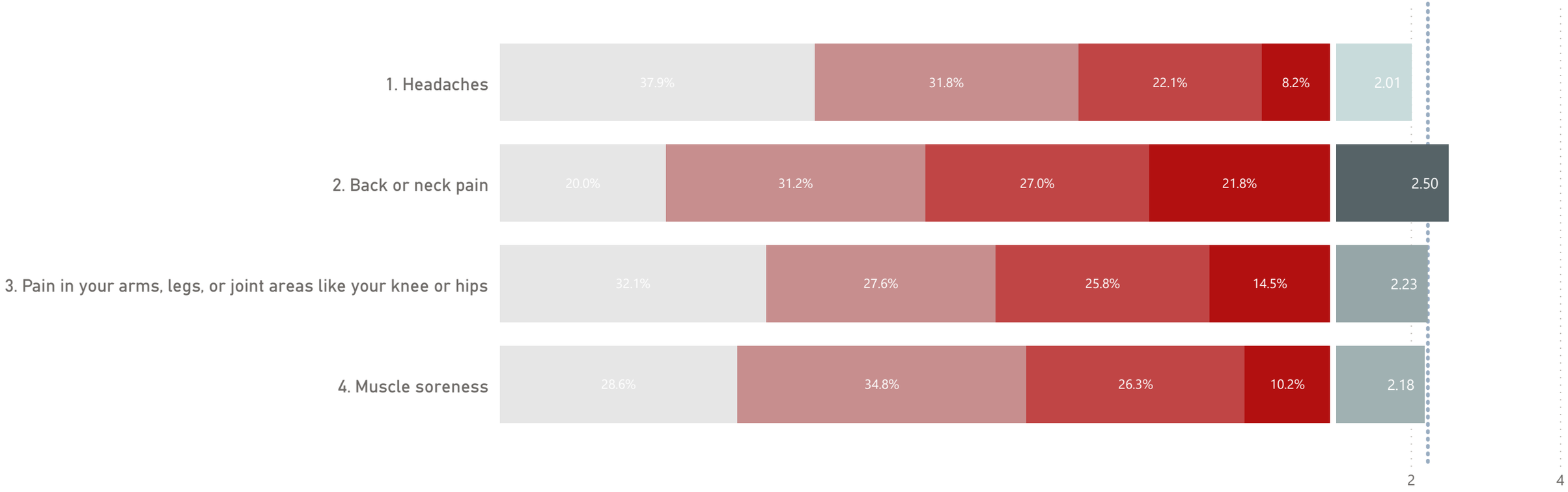
Demerouti, E., & Peeters, M. C. (2018). Transmission of reduction-oriented crafting among colleagues: A diary study on the moderating role of working conditions. Journal of Occupational and Organizational Psychology, 91(2), 209-234.

Sample	Scale Average	Scale
6260	3.14	1 - 5
	Scale Total	
	18.85	

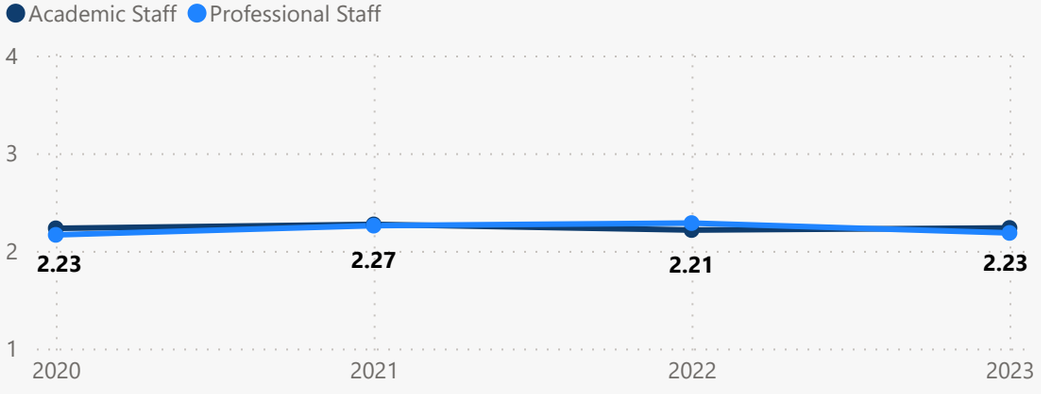
Physical Health

Response Not at all A little Some A lot

Average Score Per Item



Average by Year and Work Role

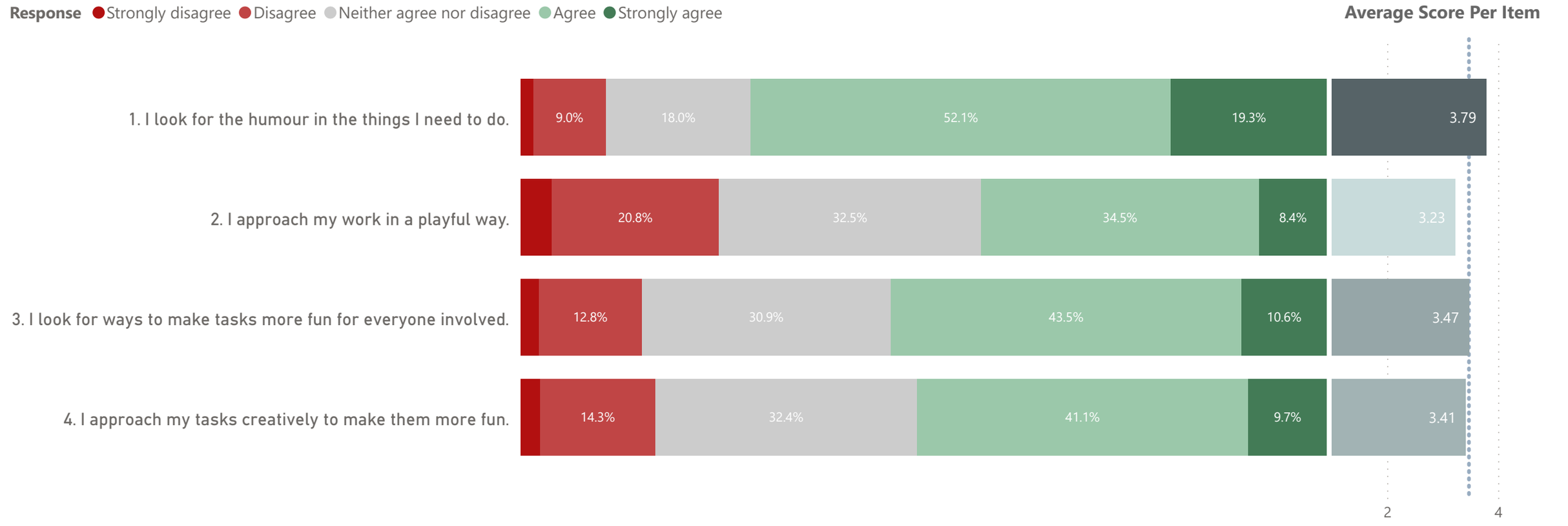


Physical Health items assess the frequency of an individual to suffer from various physical pains and problems. A higher score indicates worse outcomes.

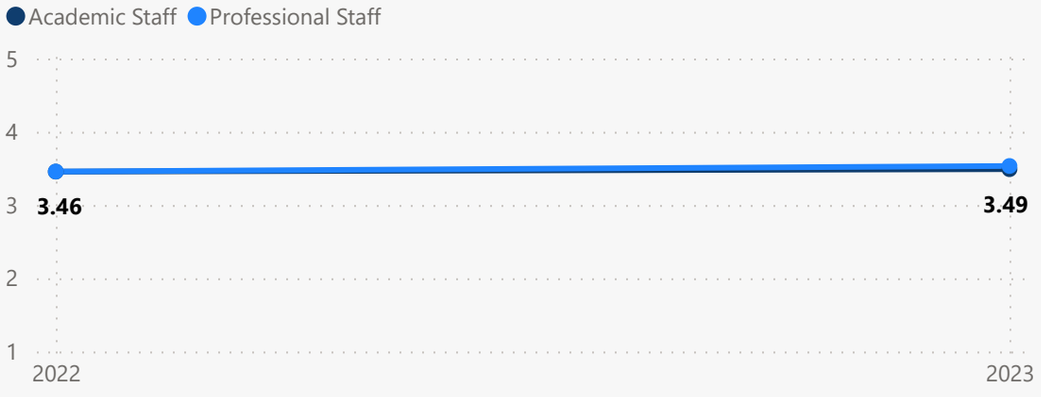
Dollard, M. F., & Bailey, T. S. (2014). *The Australian Workplace Barometer: Psychosocial safety climate and working conditions in Australia*. Australian Academic Press.

Sample	Scale Average	Scale
6184	2.23	1 - 4
	Scale Total	
	8.92	

Playful Work Design



Average by Year and Work Role

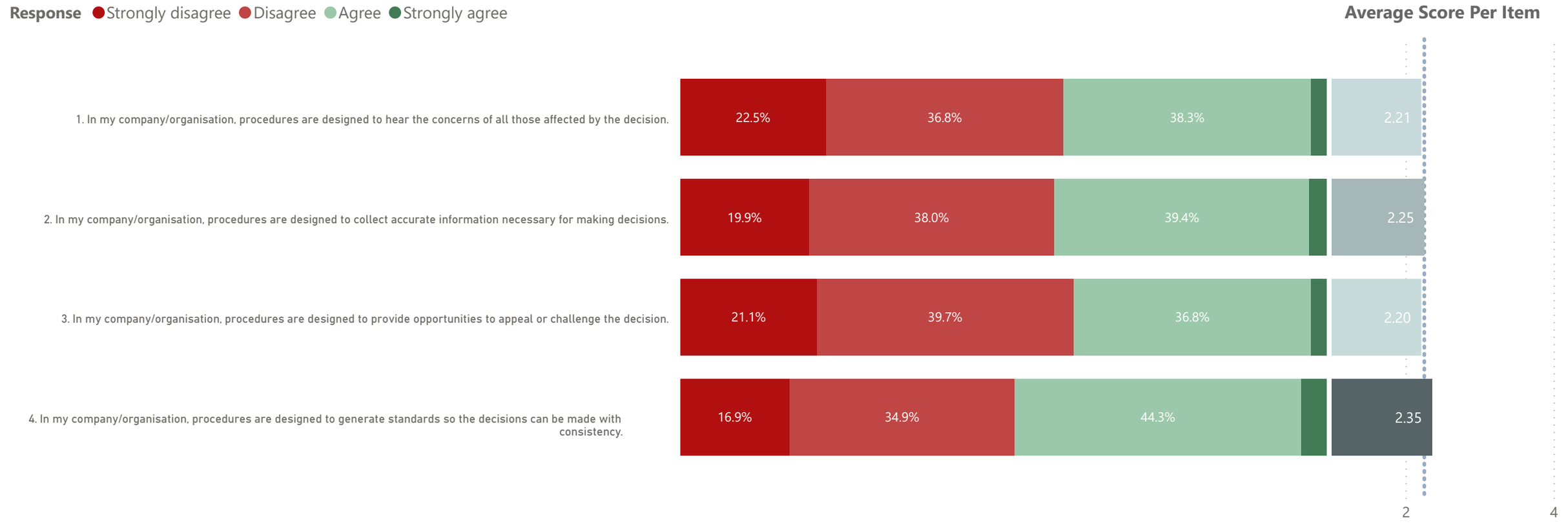


Playful Work Design is defined as "the proactive cognitive-behavioural orientation that employees engage in to incorporate play into their work activities to promote fun and challenge."

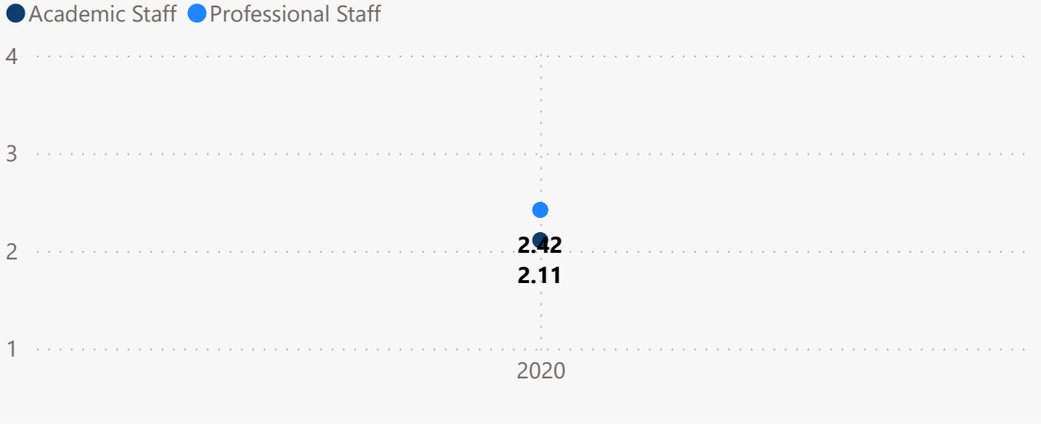
Scharp, Y. S., Bakker, A. B., Breevaart, K., Kruup, K., & Uusberg, A. (2023). Playful work design: Conceptualization, measurement, and validity. Human relations, 76(4), 509-550.

Sample	Scale Average	Scale
2332	3.48	1 - 5
	Scale Total	
	13.90	

Procedural Justice



Average by Year and Work Role

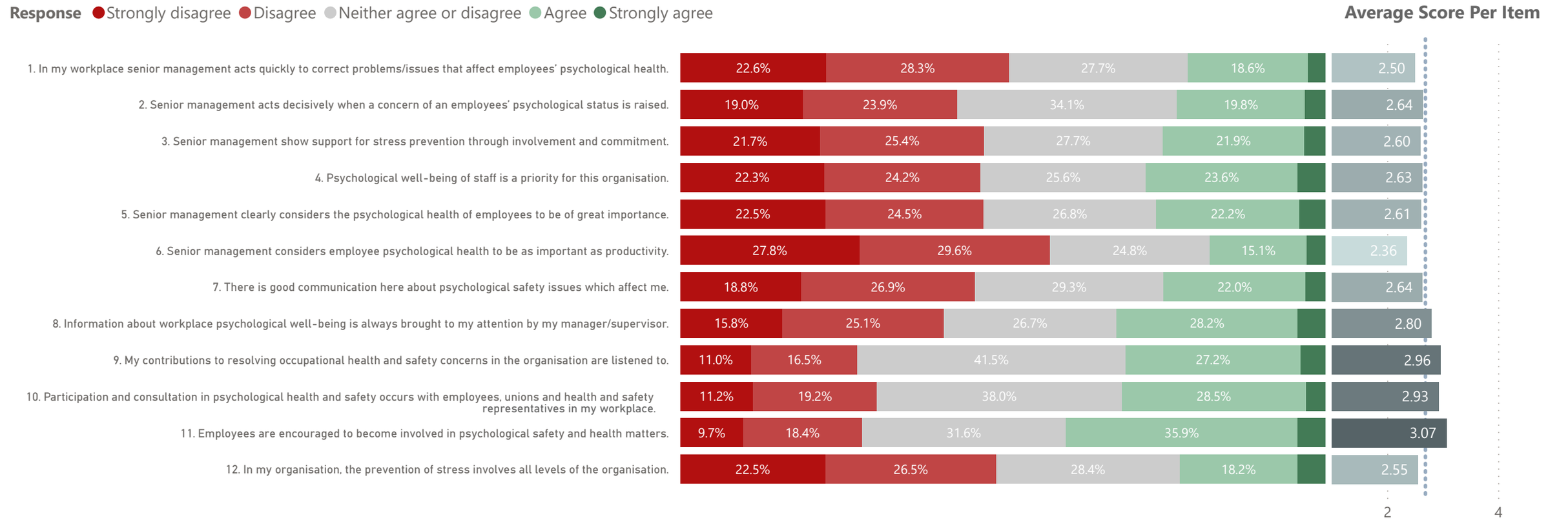


Procedural Justice is the sense that decision-making and processes within an institution are fair and just. It is also concerned with the extent to which people feel heard in the decision-making process.

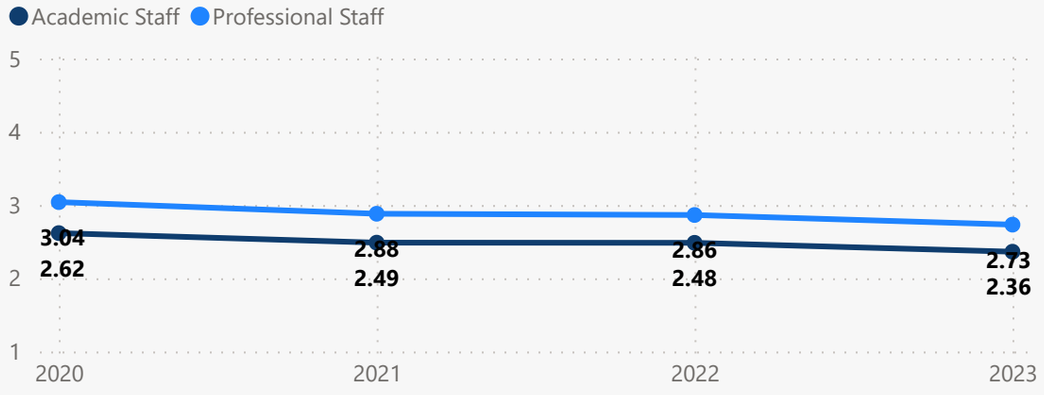
Job Content Questionnaire Centre. (2012). The job content questionnaire (JCQ2). Department of Work Environment: University of Massachusetts.

Sample	Scale Average	Scale
2071	2.25	1 - 4
	Scale Total	
	9.01	

PSC12



Average by Year and Work Role

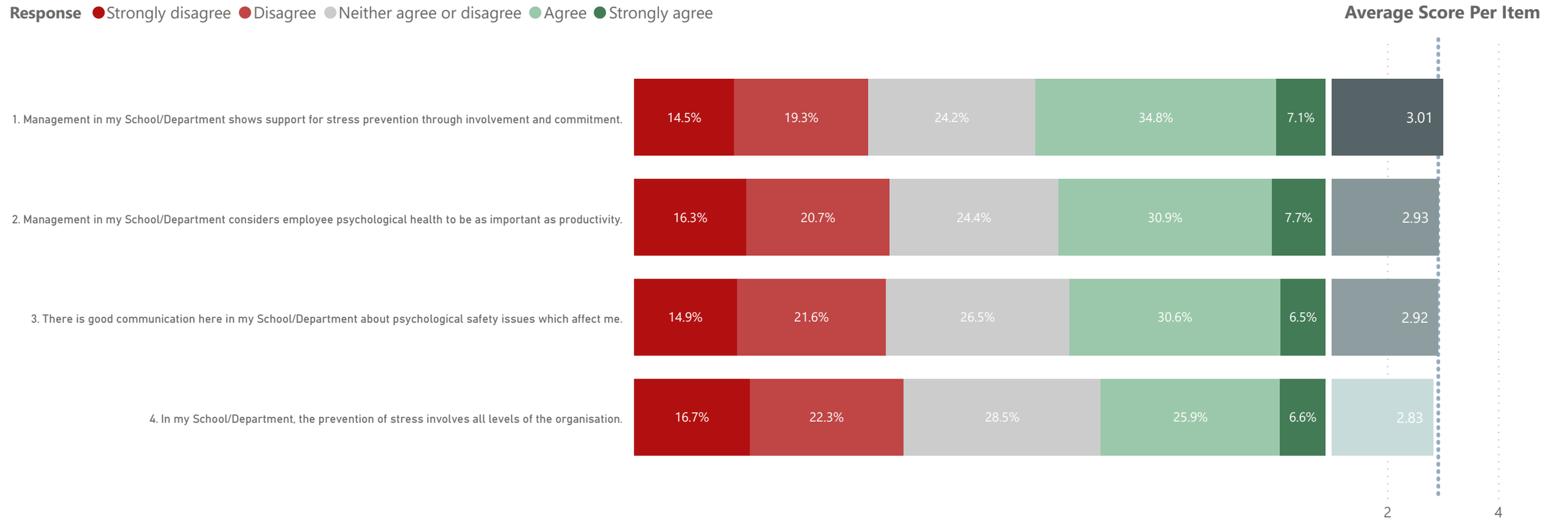


Psychosocial Safety Climate is a tool and a measure for assessing the corporate climate for worker health. It is a highly used and cited metric for understanding workplace conditions and predicting future wellbeing of workers.

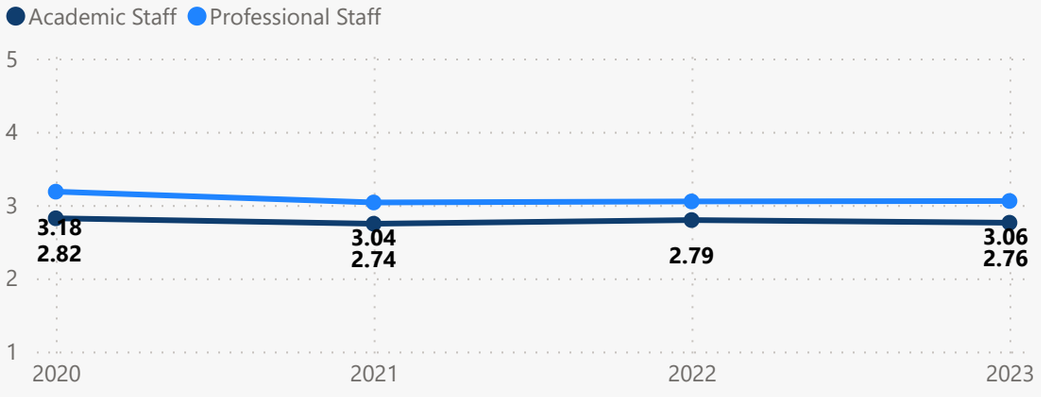
Hall, G. B., Dollard, M. F., & Coward, J. (2010). Psychosocial safety climate: Development of the PSC-12. *International Journal of Stress Management*, 17(4), 353-383. https://doi.org/10.1037/a0021320

Sample	Scale Average	Scale
6138	2.69	1 - 5
	Scale Total	
	32.29	

PSC4 School



Average by Year and Work Role

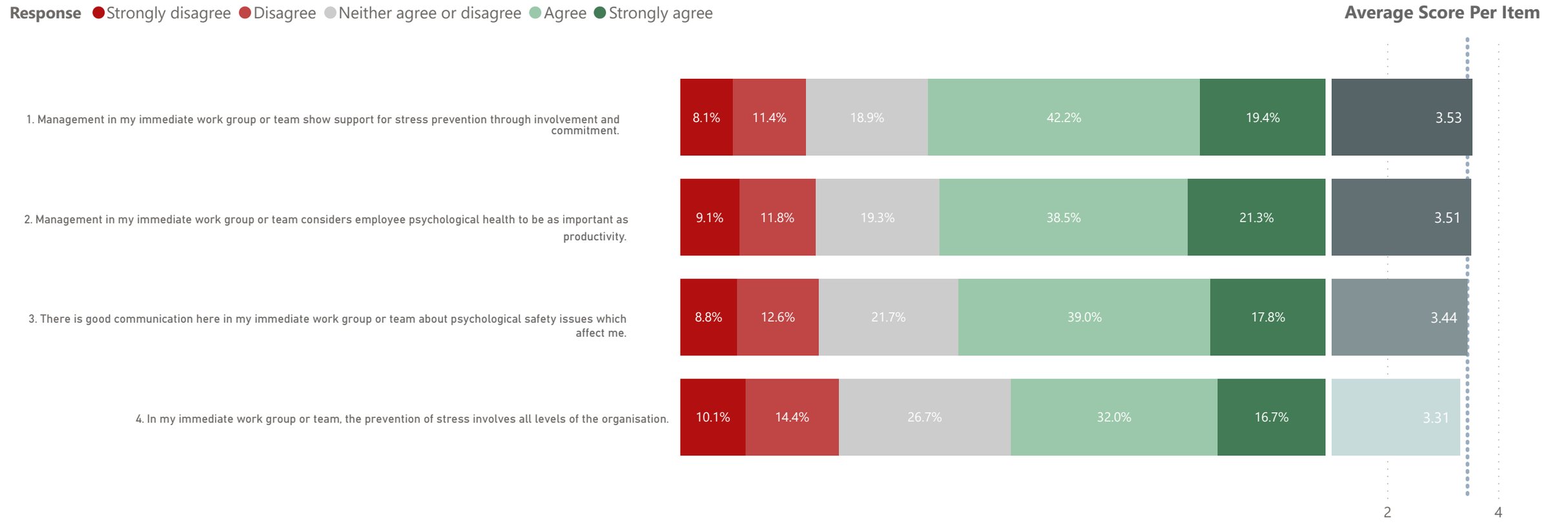


Psychosocial Safety Climate 4 at the School Level is a condensed version of the PSC tool. It specifically asks questions of the department a worker finds themselves in, and features one question each for PSC's sub-categories: management commitment, management priority, organisational communication and organisational participation.

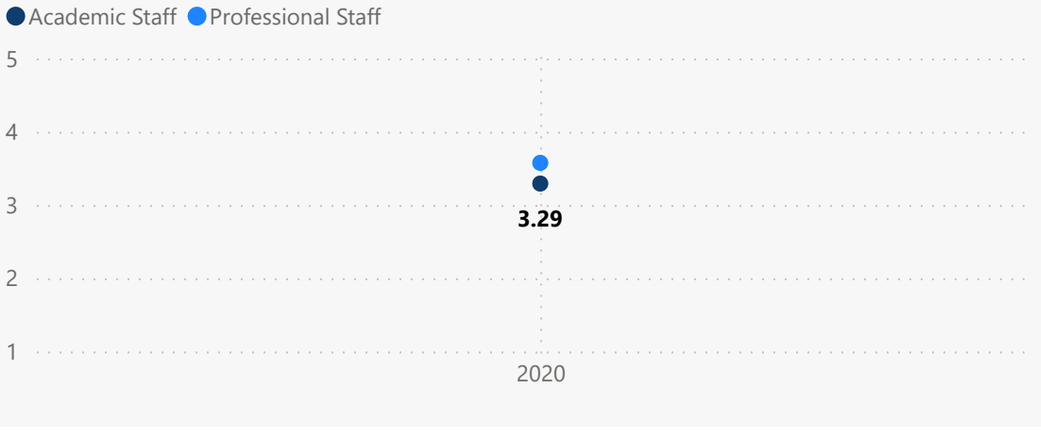
Dollard, M. F. (2019). The PSC-4; A Short PSC Tool. Psychosocial safety climate: A new work stress theory, 385-409.

Sample	Scale Average	Scale
6119	2.92	1 - 5
	Scale Total	
	11.69	

PSC4 Team



Average by Year and Work Role

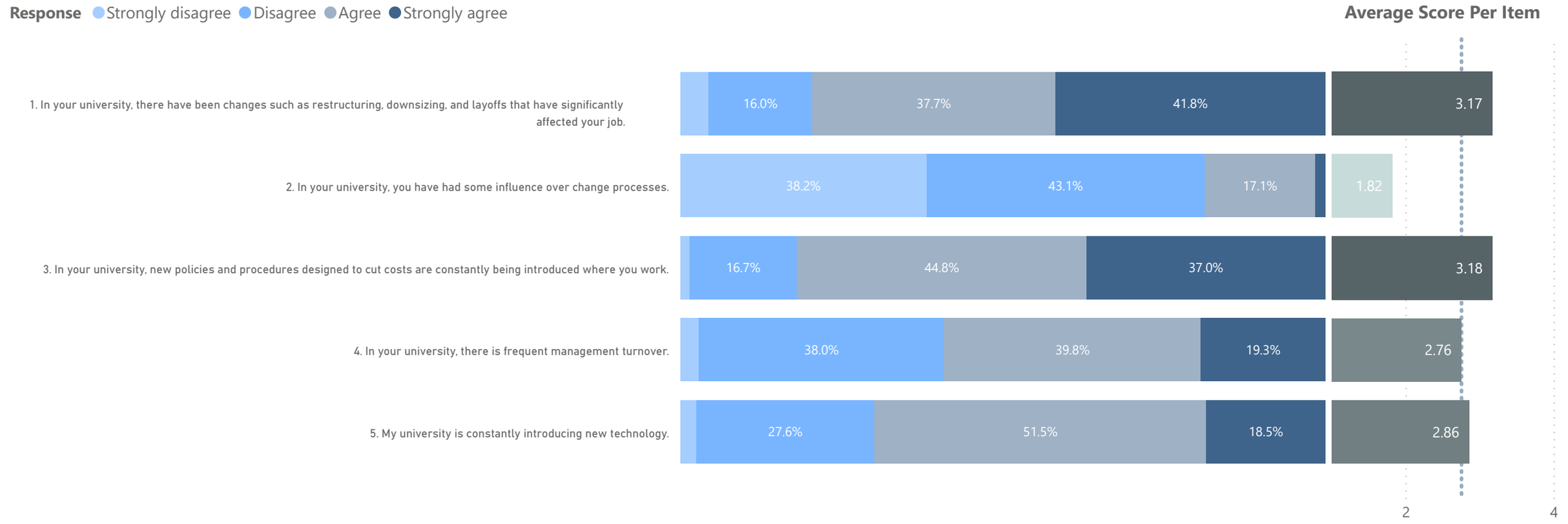


Psychosocial Safety Climate 4 at the Team Level is a condensed version of the PSC tool. It specifically asks questions of direct working group a worker finds themselves in, and features one question each for management commitment, management priority, organisational communication and organisational participation.

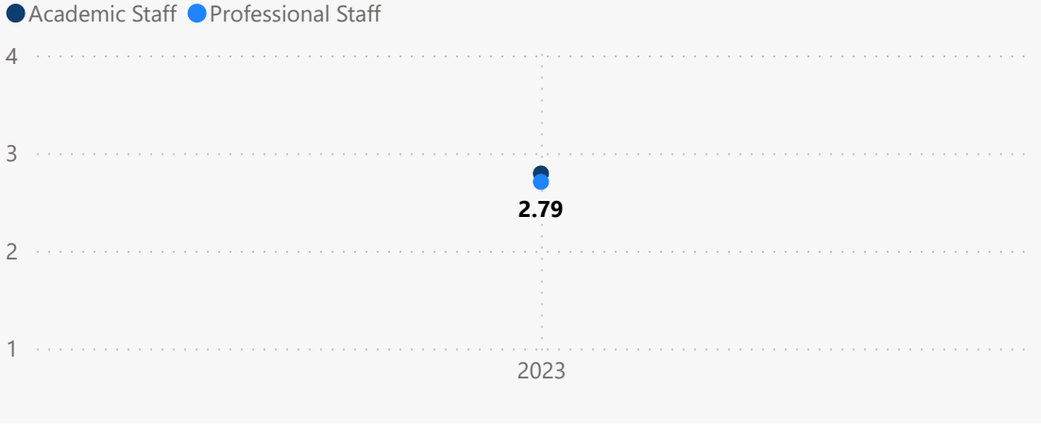
Dollard, M. F. (2019). The PSC-4; A Short PSC Tool. Psychosocial safety climate: A new work stress theory, 385-409.

Sample	Scale Average	Scale
1678	3.45	1 - 5
	Scale Total	
	13.80	

Restructuring



Average by Year and Work Role



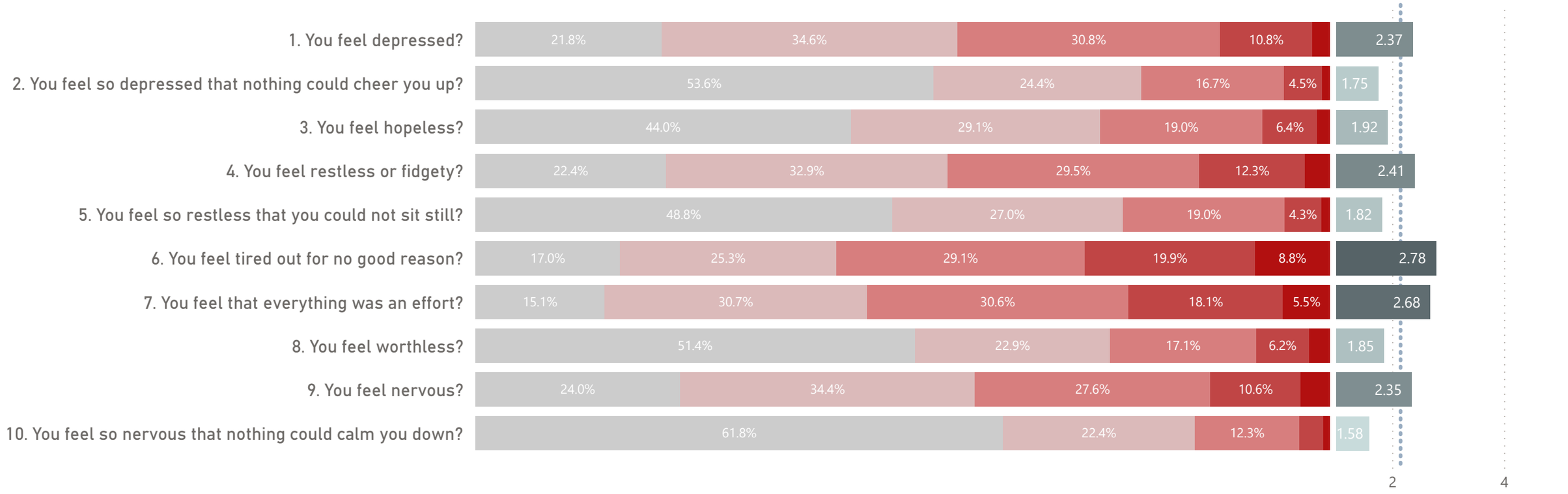
These questions relate to an individual's experience of restructuring within the university and what impulses govern those changes. It is derived from the questionnaire used in the Australian Workplace Barometer, a leading survey of Australian workplace conditions and health outcomes.

Dollard, M. F., & Bailey, T. S. (2014). *The Australian Workplace Barometer: Psychosocial safety climate and working conditions in Australia*. Australian Academic Press.

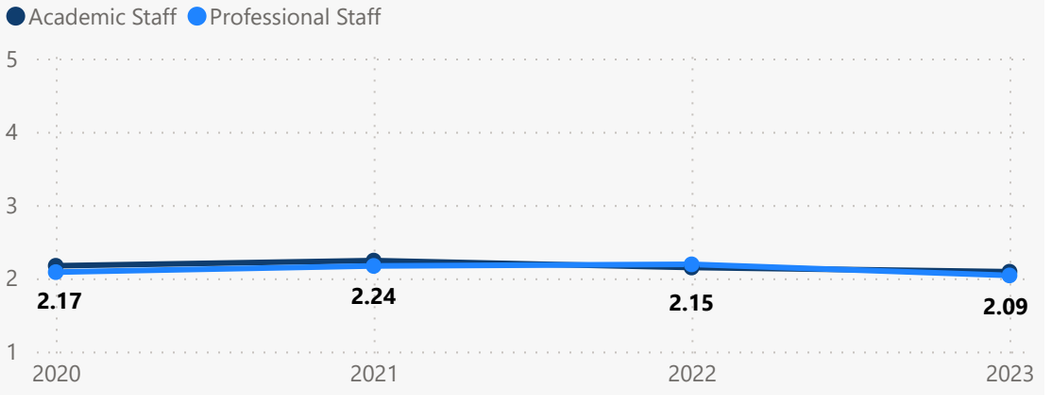
Sample	Scale Average	Scale
1000	3.03	1 - 4
	Scale Total	
	15.14	

K10

Response None of the time | A little of the time | Some of the time | Most of the time | All of the time



Average by Year and Work Role

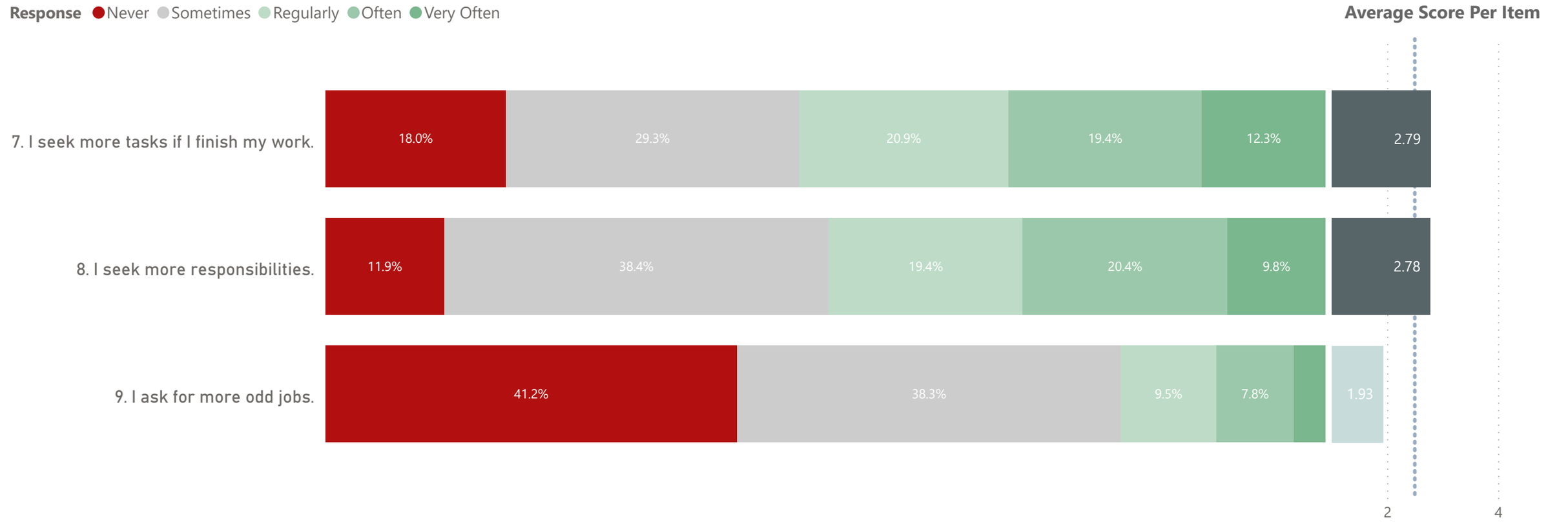


Psychological Distress or the K10 scale asks about the frequency an individual suffers from the symptoms of psychological distress, including tiredness, nervousness and depressive symptoms.

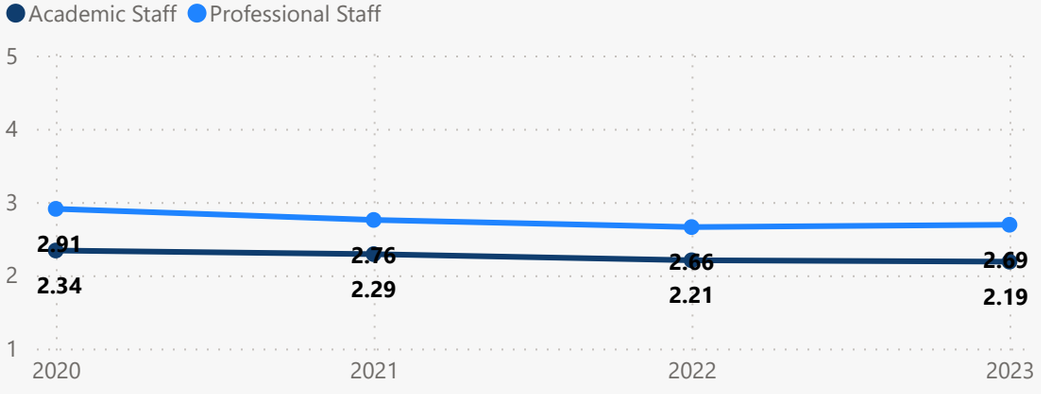
Kessler R.C., Mroczek D.K. (1994) Final versions of our Non-specific Psychological Distress Scale Memo dated March 10 1994 Ann Arbor Mi, Survey Research Center for Social Research, University of Michigan.

Sample	Scale Average	Scale
6190	2.15	1 - 5
	Scale Total	
	21.51	

Seeking Challenges



Average by Year and Work Role

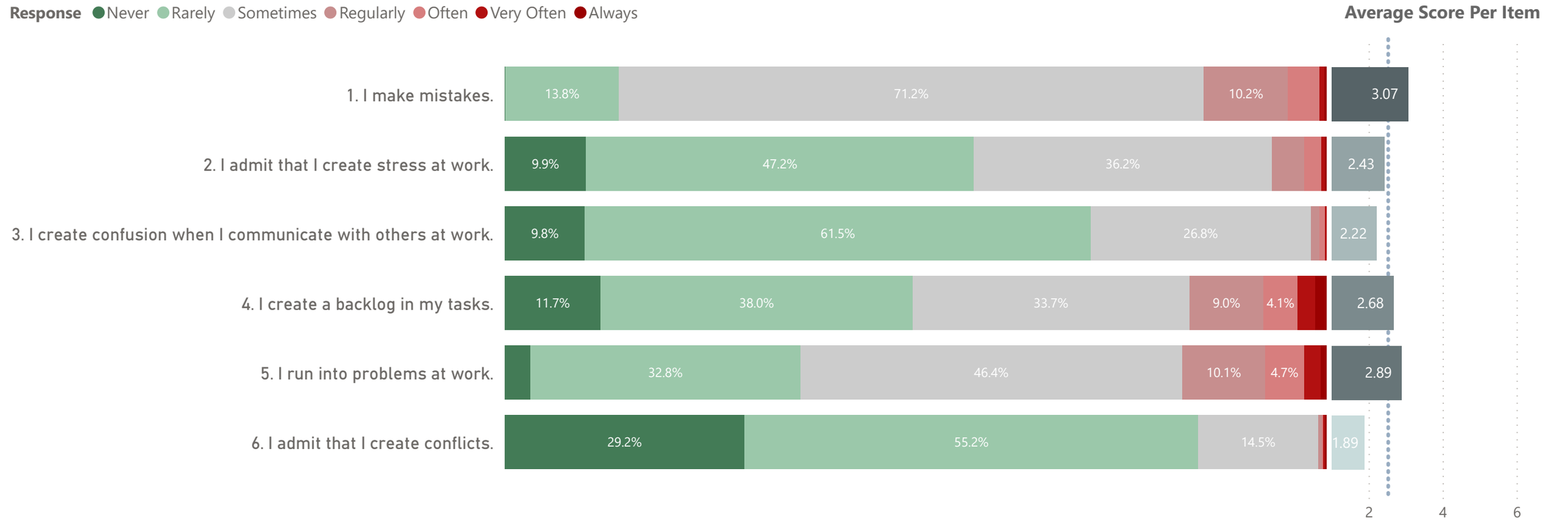


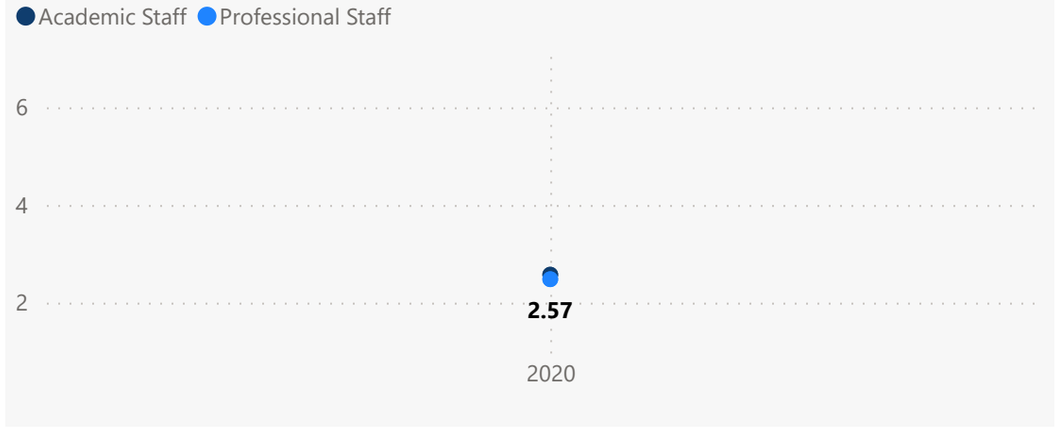
Seeking Challenges is the tendency for an individual to feel like they should take on more tasks, responsibilities and work. It is a measure of an individual's enthusiasm as well as work-conditioned capacity.

Petrou, P., Demerouti, E., Peeters, M. C., Schaufeli, W. B., & Hetland, J. (2012). Crafting a job on a daily basis: Contextual correlates and the link to work engagement. Journal of Organizational Behavior, 33(8), 1120-1141.

Sample	Scale Average	Scale
6248	2.50	1 - 5
	Scale Total	
	7.50	

Self-Undermining



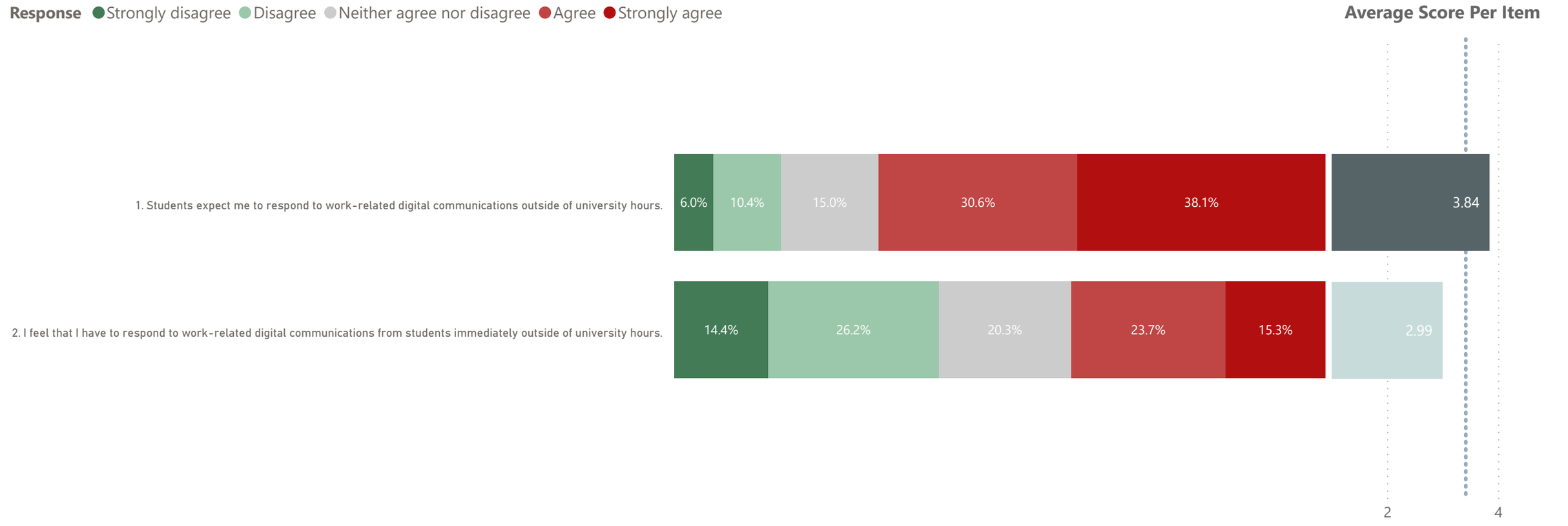


Self-undermining refers to a set of behaviours that individuals may exhibit that create self-imposed barriers impeding performance.

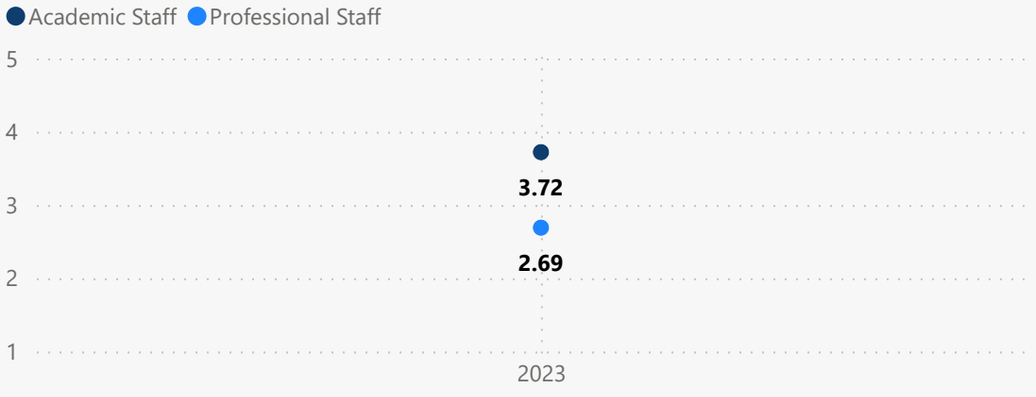
Bakker, A. B., & Wang, Y. (2020). Self-undermining behavior at work: Evidence of construct and predictive validity. *International Journal of Stress Management, 27*(3), 241–251. https://doi.org/10.1037/str0000150

Sample	Scale Average	Scale
2173	2.53	1 - 7
	Scale Total	
	15.18	

Student Digital Expectation



Average by Year and Work Role

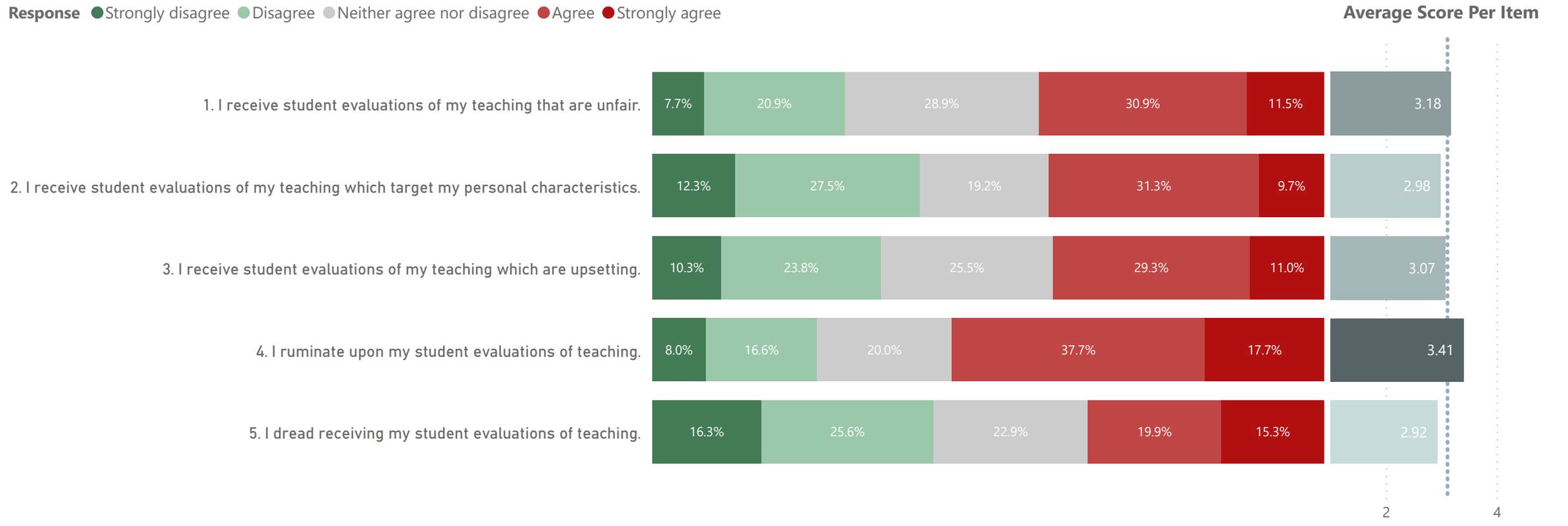


Student Digital Expectation looks at the extent teaching staff feel pressure from students through digital means. It is a novel measure of the demands implicitly and explicitly placed on staff which affect their work.

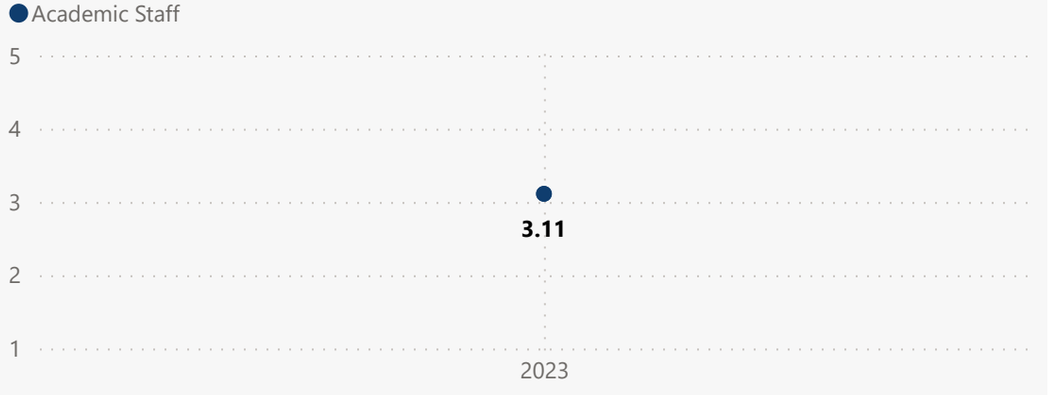
Adapted from Derks, D., van Duin, D., Tims, M., & Bakker, A. B. (2015). Smartphone use and work–home interference: The moderating role of social norms and employee work engagement. *Journal of Occupational and Organizational Psychology, 88*(1), 155-177.

Sample	Scale Average	Scale
767	3.42	1 - 5
	Scale Total	
	6.84	

Student Evaluation



Average by Year and Work Role

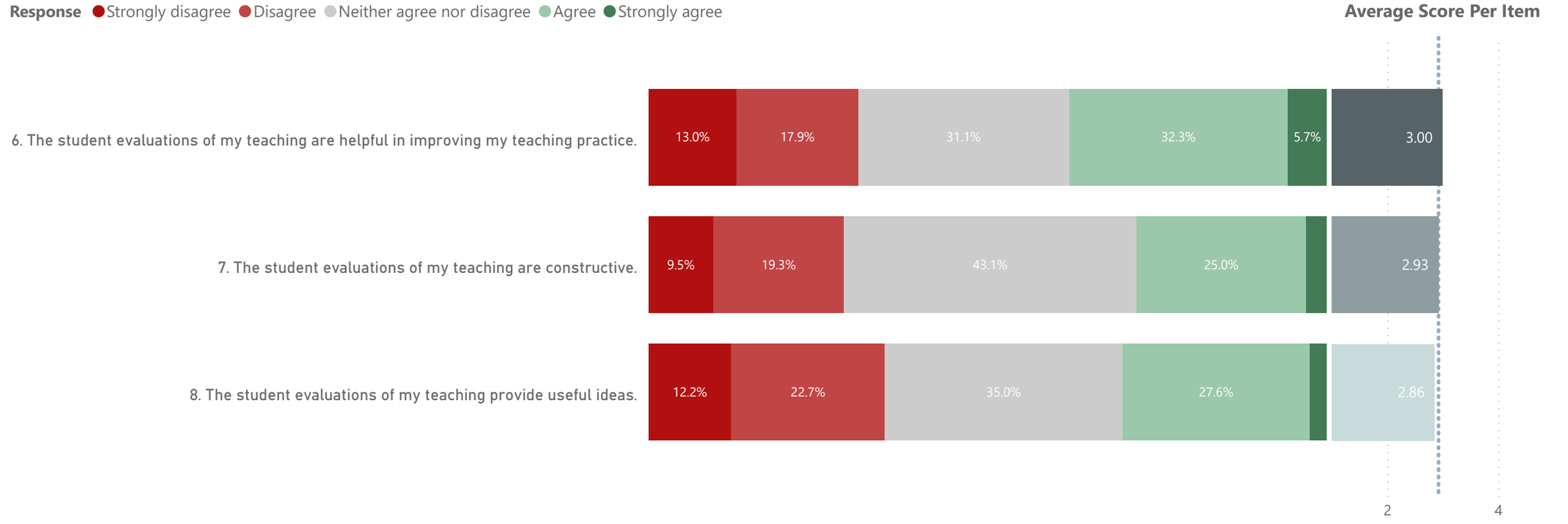


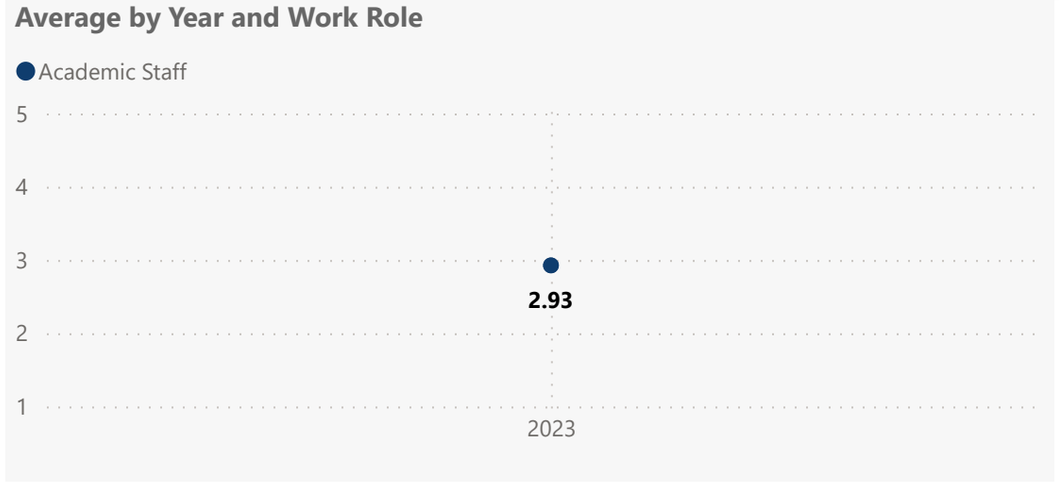
Student Evaluation - Negative looks at the extent teaching staff are subjected to stressors and strains from their students, including through teaching evaluations.

Note: these are negatively worded questions. This domain's questions continue on the next page.

Sample	Scale Average	Scale
530	3.11	1 - 5
	Scale Total	
	15.56	

Student Evaluation



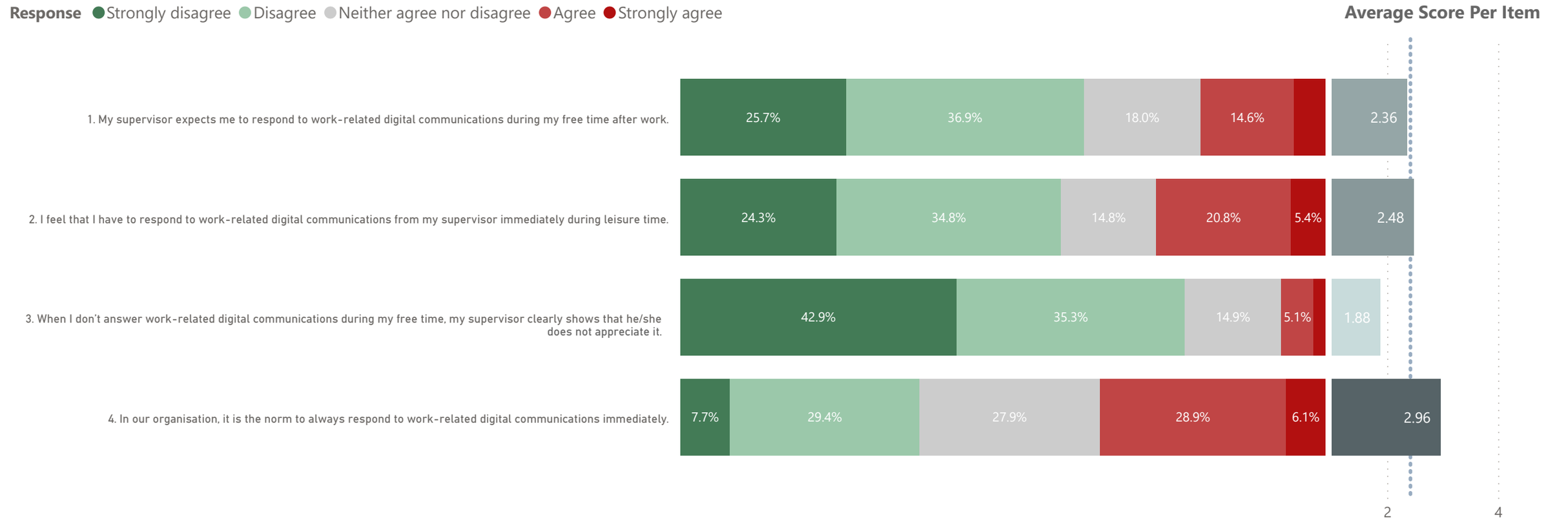


Student Evaluation - Positive looks at the extent teaching staff gain useful insight from student evaluations.

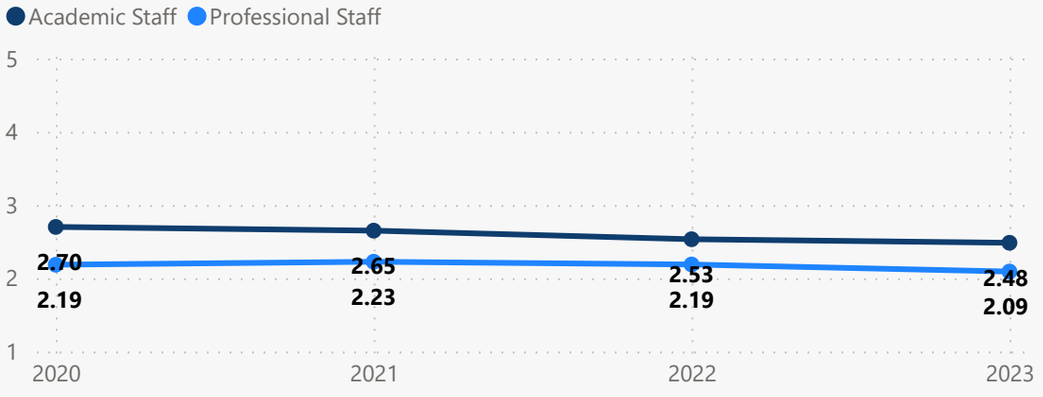
Note these are positively worded questions. This domain's questions continue on the previous page.

Sample	Scale Average	Scale
526	2.93	1 - 5
	Scale Total	
	8.78	

Supervisor Digital Expectations



Average by Year and Work Role



Supervisor Digital Expectations refer to the prevalence of a culture demanding constant engagement with digital communication forms, including email.

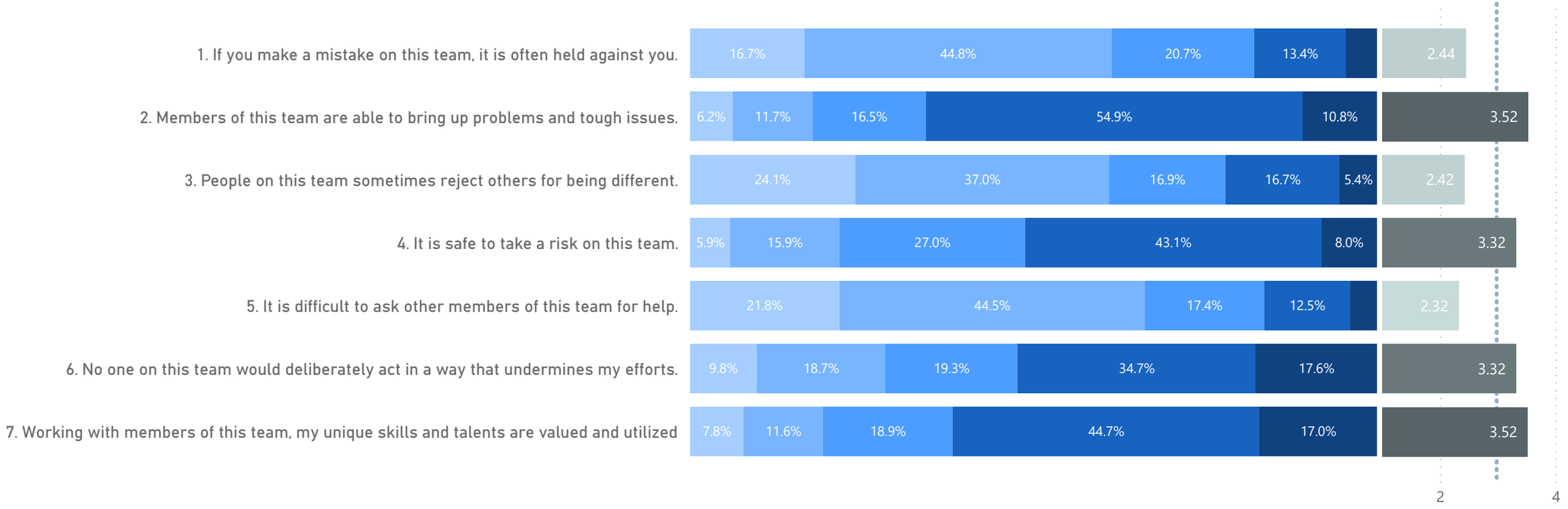
Derks, D., van Duin, D., Tims, M., & Bakker, A. B. (2015). Smartphone use and work–home interference: The moderating role of social norms and employee work engagement. Journal of Occupational and Organizational Psychology, 88(1), 155-177.

Sample	Scale Average	Scale
6270	2.42	1 - 5
	Scale Total	
	9.68	

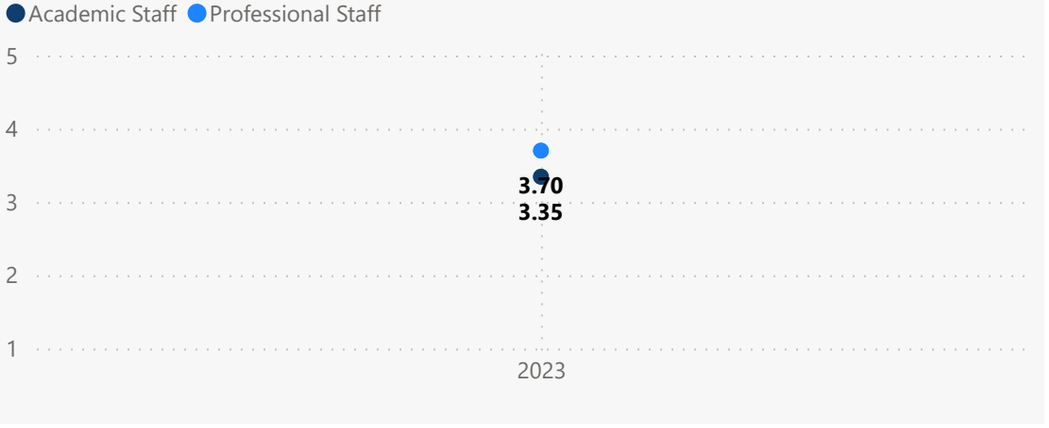
Team Psychological Safety

Response Strongly disagree Disagree Neither agree or disagree Agree Strongly agree

Average Score Per Item



Average by Year and Work Role



Team Psychological Safety looks at freedom for individuals to voice opinions at the workgroup level without fear of negative repercussions.

Edmondson, A. (1999). Psychological safety and learning behavior in work teams. Administrative science quarterly, 44(2), 350-383.

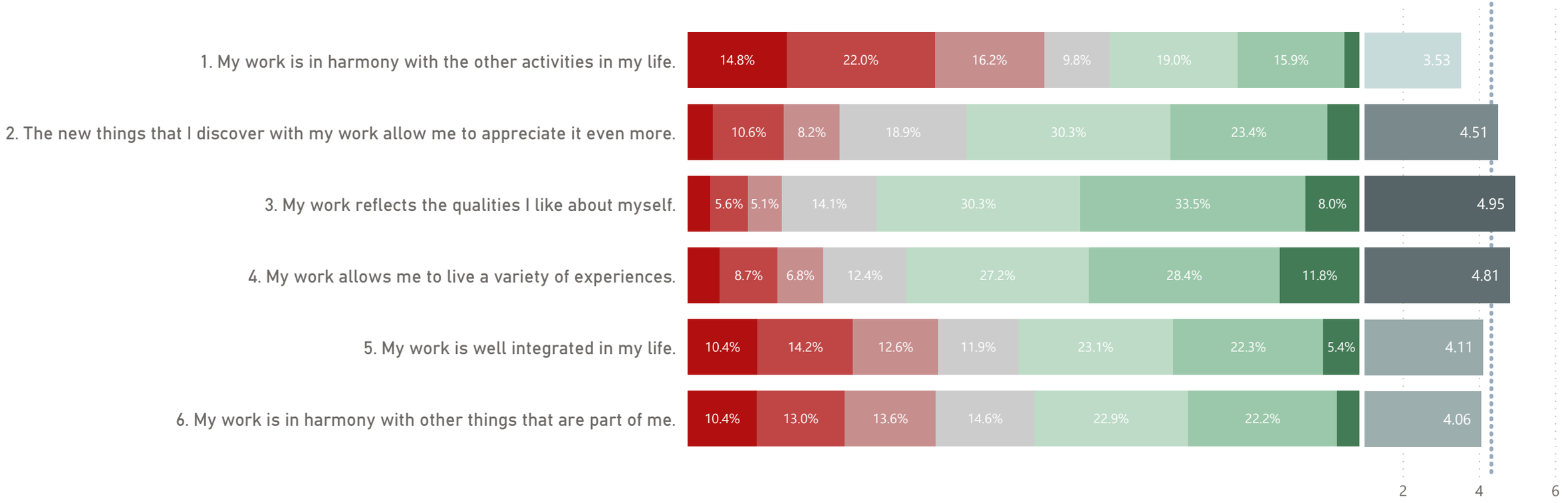
Note: items 1, 3 and 5 are reverse coded. Further clarification is within the appendix.

Sample	Scale Average	Scale
937	3.50	1 - 5
	Scale Total	
	24.48	

Work Harmony

Response Strongly disagree Disagree Slightly disagree Neither agree nor disagree Slightly agree Agree Strongly agree

Average Score Per Item



Average by Year and Work Role

Work Harmony is a healthy and functional relationship with work where an individual enjoys their job. It promotes healthy adaptation to an individual's work.

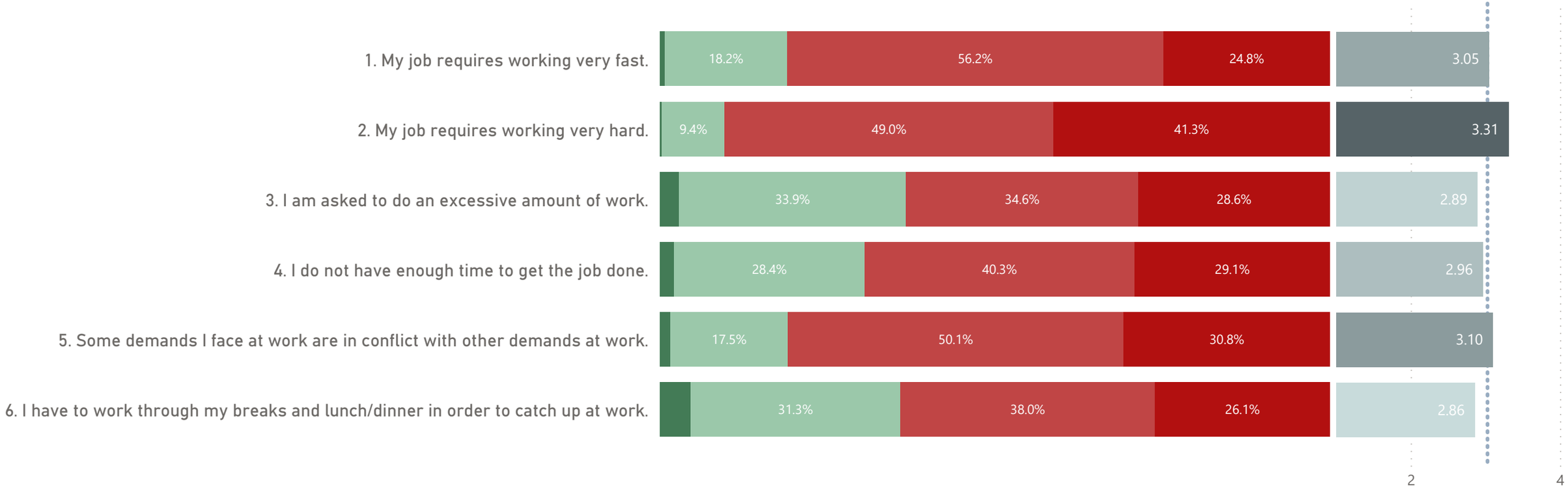
Vallerand, R. J., Blanchard, C. M., Mageau, G. A., Koestner, R., Ratelle, C., Léonard, M., ...Marsolais, J. (2003). Les passions de l'ame: On obsessive and harmonious passion. Journal of Personality and Social Psychology, 85, 756 –767.

Sample	Scale Average	Scale
950	4.33	1 - 7
	Scale Total	
	25.97	

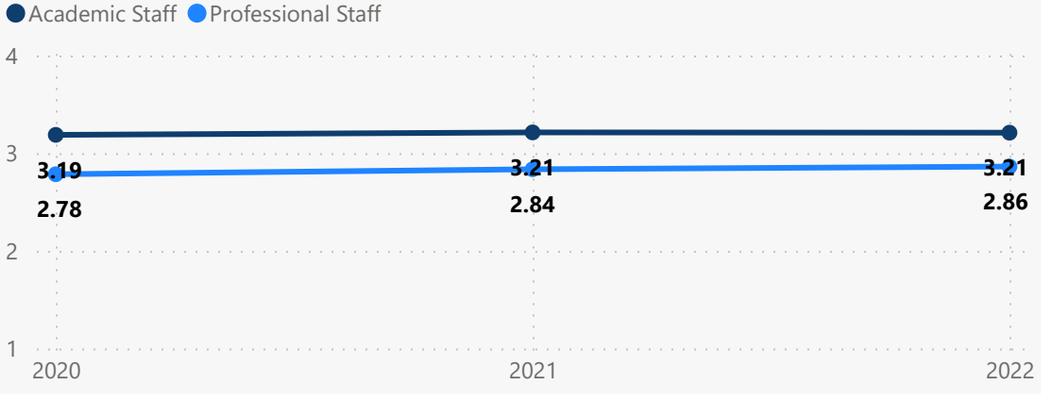
Work Pressure

Response Strongly disagree Disagree Agree Strongly agree

Average Score Per Item



Average by Year and Work Role



Work Pressure measures the strain an individual faces when on the job. It captures the speed, intensity and demands of tasks as part of the experience of working.

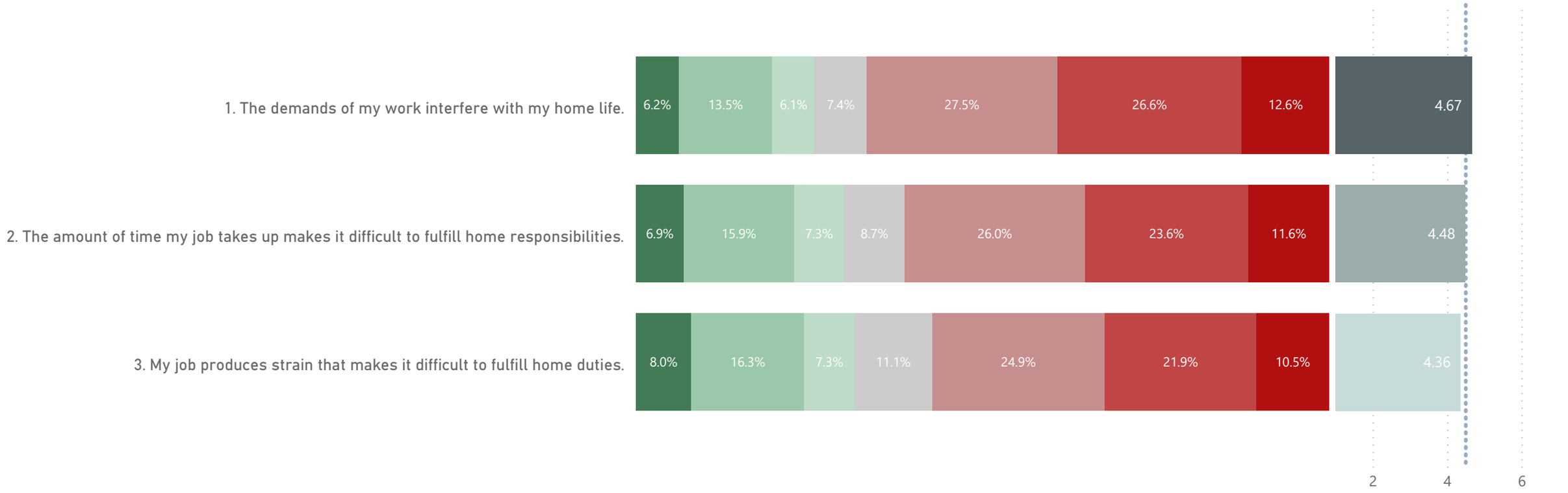
Karasek, R. A., Brisson, C., Kawakami, N., Houtman, I., Bongers, P., & Amick, B. (1998). The job content questionnaire (JCQ): An instrument for internationally comparative assessment of psychosocial job characteristics. Journal of Occupational Health Psychology, 3, 322–355.

Sample	Scale Average	Scale
5289	3.03	1 - 4
	Scale Total	
	18.17	

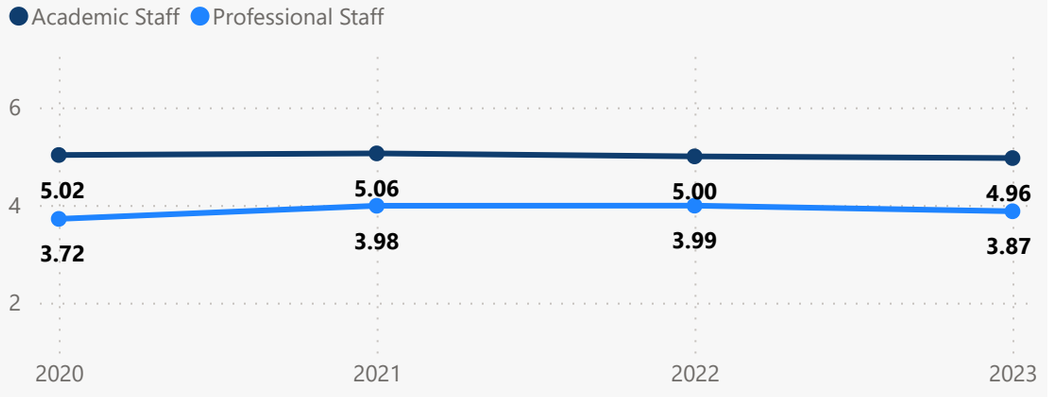
Work-Family Conflict

Response Strongly disagree · Disagree · Slightly disagree · Neither agree nor disagree · Slightly agree · Agree · Strongly agree

Average Score Per Item



Average by Year and Work Role



Work-Family Conflict measures the impact that work demands have on family and home life, including duties at home.

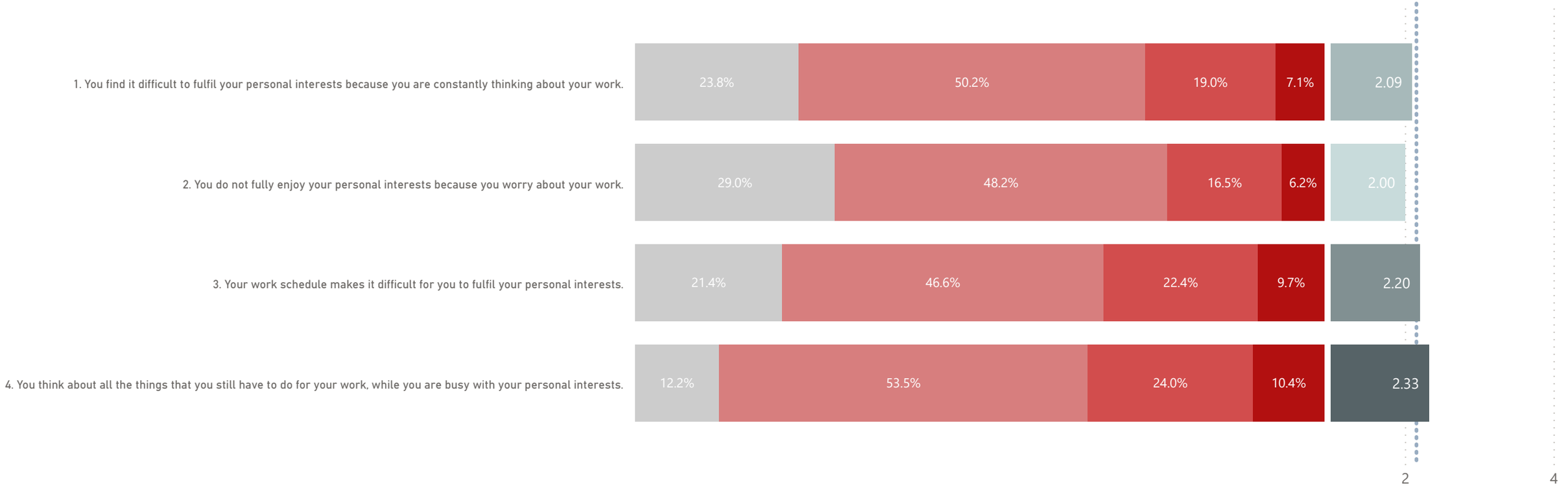
Netemeyer, R. G., Boles, J. S., & McMurrian, R. (1996). Development and validation of work–family conflict and family–work conflict scales. Journal of Applied Psychology, 81(4), 400-410.

Sample	Scale Average	Scale
6059	4.50	1 - 7
	Scale Total	
	13.51	

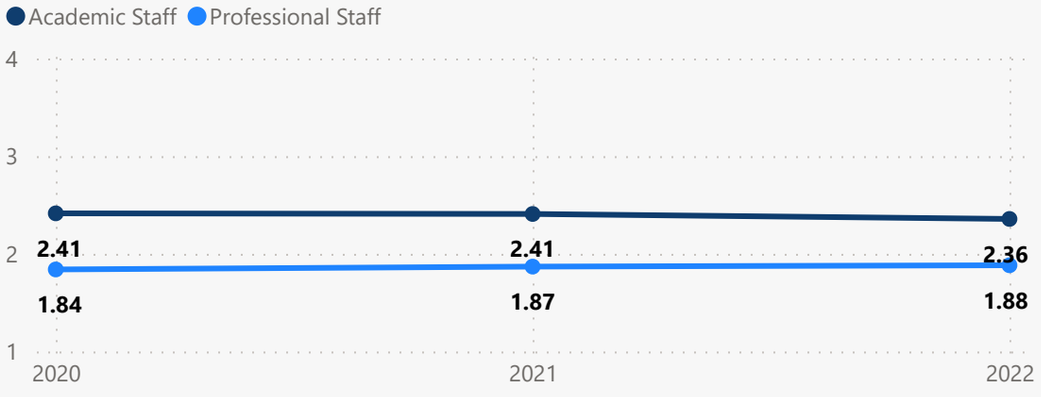
Work-Self Conflict

Response Never Sometimes Most of the time Always

Average Score Per Item



Average by Year and Work Role



Work-Self Conflict is the extent to which work interferes and distracts from personal interests outside of work.

Demerouti, E. (2009). Introducing the work–family-self balance: Validation of a new scale. Paper presented at III Community, Work and Family conference, April 16–18, 2009, Utrecht, The Netherlands.

Sample	Scale Average	Scale
5130	2.16	1 - 4
	Scale Total	
	8.62	

Appendix

Notes on the Study and Report

Wave 1 of the survey was conducted in 2020, wave 2 was 2021, wave 3 was 2022 and wave 4 was 2023. Participants in waves 1 and 2 of the survey were contacted through a range of methods, including through university communications and the National Tertiary Education Union (NTEU). Waves 3 and 4 were all previous participants. We note that due to some significant changes in staff numbers through this period, participant attrition is noticeable, especially considering we only contacted previous respondents for waves 3 and 4. This was after the worst of the staff losses in the sector in from 2020 to 2022.

Gender: While the survey encouraged self-identification, due to the low proportion in the data gender information other than female and male were removed from the dataset. However, their data is still included as part of means and aggregations.

University Affiliation

Australian Technology Network: Curtin University, Deakin University, Royal Melbourne Institute of Technology, University of South Australia, University of Technology Sydney

Group of 8: Australian National University, Monash University, University of Adelaide, University of Melbourne, University of New South Wales, University of Queensland, University of Sydney, University of Western Australia

Innovative Research Universities: Charles Darwin University, Flinders University, Griffith University, James Cook University, La Trobe University, Macquarie University, University of Canberra, Western Sydney University

Regional Universities Network: Central Queensland University, Charles Sturt University, Federation University, Southern Cross University, University of New England, University of Southern Queensland, University of the Sunshine Coast

Other or Unaffiliated Universities: Australian Catholic University, Bond University, Edith Cowan University, Murdoch University, Queensland University of Technology, Swinburne University of Technology, University of Newcastle, University of Notre Dame, University of Tasmania, University of Wollongong, Victoria University

Benchmarks:

PSC: Taken from studies benchmarking PSC against likelihood of developing depressive symptoms.

Range: 12 - 60

Very High Risk: 12 - 26; High Risk: 26 - 37; Medium Risk: 37 - 41; Low Risk: 41 - 60

Often divided by the number of questions with a subsequent range of 1 - 5.

Bailey, T. S., Dollard, M. F., & Richards, P. A. M. (2015). A national standard for psychosocial safety climate (PSC): PSC 41 as the benchmark for low risk of job strain and depressive symptoms. *Journal of Occupational Health Psychology, 20*(1), 15–26. https://doi.org/10.1037/a0038166

Dormann, C., Owen, M., Dollard, M. & Guthier, C. (2018). Translating cross-lagged effects into incidence rates and risk ratios: The case of psychosocial safety climate and depression. *Work & Stress, 32*(3), 248-261. https://doi.org/10.1080/02678373.2017.1395926

Emotional Exhaustion: Taken from the emotional exhaustion benchmarking as part of the Burnout Assessment Tool (BAT), using a 1500 person sample from Flanders.

Range: 1 - 5

Low Exhaustion: 1 - 1.75; Medium Exhaustion: 1.76 - 2.70; High Exhaustion: 2.71 - 3.74; Very High Exhaustion: 3.75 - 5

Schaufeli, W.B., De Witte, H. & Desart, S. (2019). User Manual – Burnout Assessment Tool (BAT) – Version 2.0. KU Leuven, Belgium: Internal report. https://burnoutassessmenttool.be/

Psychological Distress:

Psychological distress is measured with the Kessler 10 (K10) tool.

The following cut-offs were obtained from the Victorian Population Health Survey. Melbourne: Department of Human Services, Victoria; 2001.

Low Distress: 1 - 1.5

Medium Distress: 1.6 - 2.1

Medium Distress: 2.2 - 2.9

Low Distress: 3 - 5

Scales with Varied Question Sentiment and 'Reverse-Coding'

Scale averages and totals are usually calculated by assigning a number to a response. PSC, for example, uses a 1 for "strongly disagree", and a 5 for "strongly agree". Someone who answers all 12 questions as "agree" will receive an average score of 4 (as "agree" uses a score of 4). Their corresponding scale total will be 4 x 12 which is 48. The exception to the norm is when a scale has some questions which mean the opposite. Some scale/domain summaries have a note attached in the description which explains that while most questions have a similar sentiment, others within a scale ask in the opposite (or negative way). In those cases, the scoring for those questions is reversed for the purposes of calculating scale averages and totals. The scales affected are *Cognitive Resources, Digital Communication Overload, Restructuring* and *Team Psychological Safety.*

Work role data

In the few cases where data was missing for work role (i.e. academic/professional affiliation), data from other waves was used.