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Working with challenging inmates in forensic settings: Appendices

Artemis Xanthakis

**A thesis submitted in fulfilment of the requirements for the degree of
Doctor of Psychology**

Volume: 2

**City University, London
Psychology Department
May 2008**



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Demographic information

Please complete the following personal details which will remain confidential:

1) Age

Under 20 / 20 - 29 / 30 - 39 / 40 - 49 / 50 - 59 / Over 60

☐ ☐ ☐ ☐ ☐ ☐

2) Gender: Male ☐
Female ☐

3) Marital Status: Single ☐
Married ☐
Divorced ☐
Widowed ☐
Partnership ☐
Other ☐

4) How would you describe your ethnicity?

Asian ☐ Black ☐ Mixed Race ☐ White British ☐ White Other ☐ Other ☐

5) Level of education: High School ☐
College Diploma ☐
Certificate ☐
Degree ☐
Postgraduate Degree ☐

6) Rank: Prison officer ☐
Senior officer ☐
Principal officer ☐

7) How long have you been working in HMP services? ☐

8) How long have you been working in the specific establishment? ☐

9) Are you working full (1) or part time (2)? ☐

10) How many hours per week do you work at this job on average? ☐

11) Overall do you intend to stay or change job in the future?

(1)Stay ☐ (2)Change ☐ (3)Not sure ☐

Level of contact with inmates

The following list contains 20 activities performed while on duty that require some form of direct contact with inmates. Please rate the frequency of engaging with each of these activities and then label them in terms of the satisfaction experienced when engaging in such a job activity. A positive activity is considered to be one that makes you enjoy working with the inmates and makes you have a greater sense of purpose and enthusiasm; a negative activity is considered to be one with the opposite characteristics while activities coded as neutral are considered to be the ones that do not fit in either category.

1. I go around to everyone's cell for the canteen.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐
Negative	Neutral	Positive		
(0) ☐	(1) ☐	(2) ☐		

2. I take inmates out for their exercise.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐
Negative	Neutral	Positive		
(0) ☐	(1) ☐	(2) ☐		

3. I take part in ACCT Reviews.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐
Negative	Neutral	Positive		
(0) ☐	(1) ☐	(2) ☐		

4. I open their cells for the S&D.

Not at all Rarely Sometimes Often Every day

(0) ☐ (1) ☐ (2) ☐ (3) ☐ (4) ☐

Negative Neutral Positive

(0) ☐ (1) ☐ (2) ☐

5. I supervise inmates while they are cleaning.

Not at all Rarely Sometimes Often Every day

(0) ☐ (1) ☐ (2) ☐ (3) ☐ (4) ☐

Negative Neutral Positive

(0) ☐ (1) ☐ (2) ☐

6. I take part in group meetings in the wing.

Not at all Rarely Sometimes Often Every day

(0) ☐ (1) ☐ (2) ☐ (3) ☐ (4) ☐

Negative Neutral Positive

(0) ☐ (1) ☐ (2) ☐

7. I interact with inmates in the kitchen and during meal times.

Not at all Rarely Sometimes Often Every day

(0) ☐ (1) ☐ (2) ☐ (3) ☐ (4) ☐

Negative Neutral Positive

(0) ☐ (1) ☐ (2) ☐

8. I take part in the induction process of the inmates.

Not at all Rarely Sometimes Often Every day

(0) ☐ (1) ☐ (2) ☐ (3) ☐ (4) ☐

Negative Neutral Positive

(0) ☐ (1) ☐ (2) ☐

9. I participate in the Personal officer's scheme.

Not at all Rarely Sometimes Often Every day

(0) ☐ (1) ☐ (2) ☐ (3) ☐ (4) ☐

Negative Neutral Positive

(0) ☐ (1) ☐ (2) ☐

10. I escort inmates outside the wing (gym; library; yoga etc).

Not at all Rarely Sometimes Often Every day

(0) ☐ (1) ☐ (2) ☐ (3) ☐ (4) ☐

Negative Neutral Positive

(0) ☐ (1) ☐ (2) ☐

11. I facilitate intervention programmes for the inmates.

Not at all Rarely Sometimes Often Every day

(0) ☐ (1) ☐ (2) ☐ (3) ☐ (4) ☐

Negative Neutral Positive

(0) ☐ (1) ☐ (2) ☐

12. I participate in the resettlement process.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

Negative	Neutral	Positive
(0) ☐	(1) ☐	(2) ☐

13. I am a member of the Prisoner's Committee.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

Negative	Neutral	Positive
(0) ☐	(1) ☐	(2) ☐

14. I facilitate inmates to make phone calls.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

Negative	Neutral	Positive
(0) ☐	(1) ☐	(2) ☐

15. I escort inmates to get their medication.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

Negative	Neutral	Positive
(0) ☐	(1) ☐	(2) ☐

16. I am taking part/ attend workshops for inmates.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐
Negative	Neutral	Positive		
(0) ☐	(1) ☐	(2) ☐		

17. I organise and facilitate inmate's contact with the *Listeners* when required.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐
Negative	Neutral	Positive		
(0) ☐	(1) ☐	(2) ☐		

18. I am a member of the Disability Committee.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐
Negative	Neutral	Positive		
(0) ☐	(1) ☐	(2) ☐		

19. I supervise inmates while doing their laundry.

Not at all	Rarely	Sometimes	Often	Every day
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐
Negative	Neutral	Positive		
(0) ☐	(1) ☐	(2) ☐		

20. I engage with inmates during their brick-laying course.

Not at all	Rarely	Sometimes	Often	Every day
------------	--------	-----------	-------	-----------

(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐
------------------------------	------------------------------	------------------------------	------------------------------	------------------------------

Negative	Neutral	Positive
----------	---------	----------

(0) ☐	(1) ☐	(2) ☐
------------------------------	------------------------------	------------------------------

Work-Stress Scale for Correctional Officers (WSSCO)

(Gencoz, Senol-Durak, and Durak, 2006)

This part of the questionnaire explores how certain conditions at your work might affect you. Please answer each question by checking off (✓) the one answer that best fits your experience. Sometimes none of the answers fit exactly. Please choose the answer that comes closest. Thank you.

1) Economic under-funding in the workplace.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

2) Unfair division of labour in the workplace.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

3) Work overload.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

4) Lack of cooperation by the prisoners and/or visitors in complying with the rules of the prison.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

5) Not being able to participate in social activities (i.e. sports, reading, cinema) due to my work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

6) Having to control prisoners inappropriate behaviours.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

7) Limited availability of snacks/ drinks for the officers.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

8) The risk of being threatened particularly due to my position.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

9) The prison manager's ignorance of the needs and ideas of the personnel.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

10) Not having enough quality time with family due to my work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

11) Being held responsible for someone else's misconduct at work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

12) Being involved in arguments and fights with prisoners.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

13) Having health problems due to my work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

14) Not being able to work in the area that I am proficient in.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

15) People disobeying my orders when I need to conduct a body search.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

16) Fearing an official complaint about myself.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

17) Ignoring the needs of my family due to my work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

18) Being under suspicion of a misconduct.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

19) Arbitrary decisions and frequent changes of decision.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

20) Taking my work problems out on my family.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

21) Ambiguity of instructions at work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

22) Not being able to be open about my opinions.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

23) Having to be cautious all the time at work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

24) Problematic physical conditions (i.e. ventilation, lightening, heating) in the workplace.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

25) Feeling myself to be a prisoner.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

26) Being inspected by various committees in the work place.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

27) Managers' differences in their attitudes and behaviours towards prisoners.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

28) Transportation problems with commuting to and from my work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

29) Night shifts leading to additional workload.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

30) Some people's perceptions of prison officers as being harsh disciplinarians.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

31) Obstruction of performing my routine work by the orders of the prison authorities.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

32) Encountering unusual events (i.e. escape, riot, fire) in the work place.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

33) Having insufficient time with my friends and relatives due to my work.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

34) Having difficulty contacting directly other wings and/or various departments within the prison.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

35) Excessive responsibilities of my position.

It has no effect at all	It has a small effect	It has a moderate effect	It has a strong effect	It has a very strong effect
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

Attitudes to Personality Disorders Questionnaire (APDQ)

(Bowers, McFarlane, Kiyimba, Clark and Alexander, 2000)

Please take a moment to reflect upon your experience of working with inmates with personality disorder (PD) characteristics and/or inmates who might display challenging behaviours. Such inmates might have particular difficulties in managing their time in prison without resorting to violence and self-harm and might generally tend to have conflicts with staff and other prisoners. They might use violence and/ or self harm to express how they are feeling or to get what they want. These prisoners can be impatient by nature, especially when things go wrong and might react in an impulsive way when they don't get what they want straight away. They can be quick to lose their temper and might feel that others are trying to 'test' them or 'play games' with them. We recognise that inmates' behaviours vary a lot, but inmates with such characteristics do exist and we have to manage and treat them.

For the purposes of this questionnaire we would like you to think about your feelings towards such inmates overall. We realise that you may have different mixtures of feelings about different people with PD characteristics you have come across in the past. For this questionnaire we would like to you try and average those out and tell us what your responses are in general towards such inmates as a whole. For each response listed below please indicate the frequency of your feelings. Please circle your choice quickly, rather than spending a long time considering it. We want to know your honest, gut feelings.

		Never	Seldom	Occasionally	Often	Very often	Always
1	I like PD people	1	2	3	4	5	6
2	I feel frustrated with PD people	1	2	3	4	5	6
3	I feel drained by PD people	1	2	3	4	5	6
4	I respect PD people	1	2	3	4	5	6
5	I feel fondness and affection for PD people	1	2	3	4	5	6
6	I feel vulnerable in PD people company	1	2	3	4	5	6
7	I have a feeling of closeness with PD people	1	2	3	4	5	6
8	I feel manipulated or used by PD people	1	2	3	4	5	6
9	I feel uncomfortable or uneasy with PD people	1	2	3	4	5	6
10	I feel I am wasting my time with PD people	1	2	3	4	5	6

		Never	Seldom	Occasionally	Often	Very often	Always
11	I am excited to work with PD people	1	2	3	4	5	6
12	I feel pessimistic about PD people	1	2	3	4	5	6
13	I feel resigned about PD people	1	2	3	4	5	6
14	I admire PD people	1	2	3	4	5	6
15	I feel helpless in relation to PD people	1	2	3	4	5	6
16	I feel frightened of PD people	1	2	3	4	5	6
17	I feel angry towards PD people	1	2	3	4	5	6
18	I feel provoked by PD people behaviour	1	2	3	4	5	6
19	I enjoy spending time with PD people	1	2	3	4	5	6
20	Interacting with PD people makes me shudder	1	2	3	4	5	6
21	PD people make me feel irritated	1	2	3	4	5	6
22	I feel warm and caring towards PD people	1	2	3	4	5	6
23	I feel protective towards PD people	1	2	3	4	5	6
24	I feel oppressed or dominated by PD people	1	2	3	4	5	6
25	I feel that PD people are alien, other, strange	1	2	3	4	5	6
26	I feel understanding towards PD people	1	2	3	4	5	6
27	I feel powerless in the presence of PD people	1	2	3	4	5	6
28	I feel happy and content in PD people company	1	2	3	4	5	6
29	I feel cautious and careful in the presence of PD people	1	2	3	4	5	6
30	I feel outmanoeuvred by PD people	1	2	3	4	5	6
31	Caring for PD people makes me feel satisfied and fulfilled	1	2	3	4	5	6
32	I feel exploited by PD people	1	2	3	4	5	6
33	I feel patient when caring for PD people	1	2	3	4	5	6
34	I feel able to help PD people	1	2	3	4	5	6
35	I feel interested in PD people	1	2	3	4	5	6
36	I feel unable to gain control of the situation with PD people	1	2	3	4	5	6
37	I feel intolerant. I have difficulty tolerating PD people behaviour	1	2	3	4	5	6

Views about workplace counselling

This part of the questionnaire is regarding your views about an in-house counselling service for prison staff and how likely you think you would be to make use of such a service if it becomes available within the prison. Please answer each question by checking off (✓) the one answer that best fits your views. Please choose the answer that comes closest. Thank you.

1. There are a number of personal and/or professional issues I could bring into counselling.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

2. I can never imagine myself using a counselling service.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

3. Professional people like me should always be able to cope without resorting to counselling.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

4. I would be likely to use a staff counselling service if it was available.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

5. I don't like asking for other peoples' help.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

6. I would feel much better if I knew that such a service is available.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

7. I would never want my boss/ colleagues to know that I was having counselling because they would see it as a weakness.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

8. I can think of several issues that I could bring to counselling.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

9. I would only use such a service if confidentiality is guaranteed.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

10. I receive adequate support from my colleagues or/and family. I wouldn't need to go to a professional counsellor.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

11. I believe I would be less stressed if I could talk to a professional in confidence.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

12. Counselling could help me gain a different perspective on my problems.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

13. I would not be likely to use a staff counselling service.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

14. I prefer to deal with my problems on my own.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

15. In such a stressful environment workplace counselling is essential.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

16. Asking for support means I am incompetent.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

17. I would hesitate to use such a service in case others find out what I have been discussing.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

18. Asking for support is not a matter of weakness.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

19. I would be embarrassed if others knew that I was having counselling.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

20. I often feel the need to get things off my chest.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

21. I have heard good things about counselling and I would be interested to go if I had the opportunity.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

22. I don't believe that counselling would be effective for me.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

23. It would be nice if someone could actually listen to my concerns.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

24. I would use it only as a last resort if I had a various serious issue.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

25. I don't have enough time for counselling due to my responsibilities.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

26. I would be happier about my job if I was offered counselling.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
(0) ☐	(1) ☐	(2) ☐	(3) ☐	(4) ☐

MBI–Human Services Survey

The purpose of this survey is to discover how various persons in the human services or helping professionals view their jobs and the people with whom they work closely.

Because persons in a wide variety of occupations will answer this survey, it uses the term *recipients* to refer to the people for whom you provide your service, care, treatment, or instruction. When answering this survey please think of these people as recipients of the service you provide, even though you may use another term in your work.

On the following page there are 22 statements of job–related feelings. Please read each statement carefully and decide if you ever feel this way *about your job*. If you have *never* had this feeling, write a “0” (zero) in the space before the statement. If you have had this feeling, indicate *how often* you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. An example is shown below.

Example

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

How Often

0–6

Statements:

1. _____ I feel depressed at work.

If you never feel depressed at work, you would write the number “0” (zero) under then heading “How often.” If you rarely feel depressed at work (a few times a year or less), you would write the number “1.” If your feelings of depression are fairly frequent (a few times a week, but not daily) you would write a “5.”



1055 Joaquin Road, 2nd Floor, Mountain View, CA 94043
800-624-1765 www.cpp.com

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10 09 08 07 06 40 39 38 37 36 35

MBI-Human Services Survey

How often:	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

How Often

0-6

Statements:

1. _____ I feel emotionally drained from my work.
2. _____ I feel used up at the end of the workday.
3. _____ I feel fatigued when I get up in the morning and have to face another day on the job.
4. _____ I can easily understand how my recipients feel about things.
5. _____ I feel I treat some recipients as if they were impersonal objects.
6. _____ Working with people all day is really a strain for me.
7. _____ I deal very effectively with the problems of my recipients.
8. _____ I feel burned out from my work.
9. _____ I feel I'm positively influencing other people's lives through my work.
10. _____ I've become more callous toward people since I took this job.
11. _____ I worry that this job is hardening me emotionally.
12. _____ I feel very energetic.
13. _____ I feel frustrated by my job.
14. _____ I feel I'm working too hard on my job.
15. _____ I don't really care what happens to some recipients.
16. _____ Working with people directly puts too much stress on me.
17. _____ I can easily create a relaxed atmosphere with my recipients.
18. _____ I feel exhilarated after working closely with my recipients.
19. _____ I have accomplished many worthwhile things in this job.
20. _____ I feel like I'm at the end of my rope.
21. _____ In my work, I deal with emotional problems very calmly.
22. _____ I feel recipients blame me for some of their problems.

(Administrative use only)

EE: _____ cat. DP: _____ cat. PA: _____ cat.

- **Mind**
Tel: 0845 766 0163
Email: via website
Web: www.mind.org.uk
Provision of support and advice for everyone with experience of mental distress.
The website above can put you in touch with your local Mind branch.

- **NHS Direct**
Tel: 0845 4647
Email: via website
Web: www.nhsdirect.nhs.uk
For information and advice on any health problem, including the services you may need to contact. Available 24 hours a day.

- **Samaritans**
Tel: 08457 90 90 90 (National helpline)
Email: jo@samaritans.org
Web: www.samaritans.org.uk
Available 24 hours a day to give support to people experiencing distress or despair. The contacts above can put you in touch with your local Samaritans branch.

- **Saneline Crisis Line**
Tel: 0845 767 8000
Email: info@sane.org.uk
It provides midnight information and advice on mental health

- **Relate**
Tel: 0845 456 1310
Web: www.relate.org.uk
It provides counselling and other support services on relationship problems for individuals, couples and families.



**Levels of work stress and burnout among prison officers.
An examination of the need for a staff counselling service in a forensic setting.**

General Information

Thank you very much for participating in this study. As a participant you have the right to be informed of the research process before the study starts and you are free to withdraw from the study at any time if you wish. This project is being undertaken as part of a Professional Doctorate within the Counselling Psychology Department at City University, London. The purpose of the project is to collect self reported data on overall levels of stress and burnout among prison officers and to look at your views about a professional workplace counselling service as well as the likelihood of you using such a service.

In completing the questionnaires, please be honest and frank; there are no right or wrong answers. You will have the chance to ask any questions you might have, before, during and after completing the questionnaires as the researcher is going to be visiting the landings at regular intervals. Identifiable personal details have been deliberately omitted to ensure the anonymity of the responses. No one from the prison will see any of the completed questionnaires. Feedback from the research will be given in the form of reports or presentations that include summary results. Any personal comments from the returned questionnaires that are used on project reports, academic papers or feedback to the organization will be quoted anonymously and any references that might identify you will be removed. These questionnaires ask you about your own experiences. Should you experience any form of distress while completing the questionnaires, please refer to the helpline list attached at the end of the questionnaire handbook.

We hope that you will find the questionnaire interesting and will assist us by returning it as soon as possible. After you have completed the questionnaire, please place it in the envelope provided and forward it to the Crisis Counselling Psychology team. Thank you for your time and assistance. If you require more information about the study, please do not hesitate to contact me.

Researcher: Artemis Xanthakis
Supervisor: Dr. Dee Danchev

artemisx99@hotmail.com
dee.danchev.1@city.ac.uk



**Levels of work stress and burnout among prison officers.
An examination of the need for a staff counselling service in a forensic setting.**

Instructions

Thank you for participating in this study. A questionnaire booklet will be handed to you that ask about your own experiences. Our aim is to examine levels of stress and burnout among prison staff and to explore the potential usefulness of a workplace staff counselling service. The questionnaires should take approximately 20-30 minutes but you can complete them taking your own time. Please after you finish, place them in the envelope provided and forward them to the Crisis Counselling Psychology team.

You are free to withdraw from the study at any point, if you wish.

Thank you very much for your participation.



**Levels of work stress and burnout among prison officers.
An examination of the need for a staff counselling service in a forensic setting.**

Consent Form

I, the undersigned, agree to take part in this study. I have been given an explanation of the purpose and aims of the study and I have been assured that:

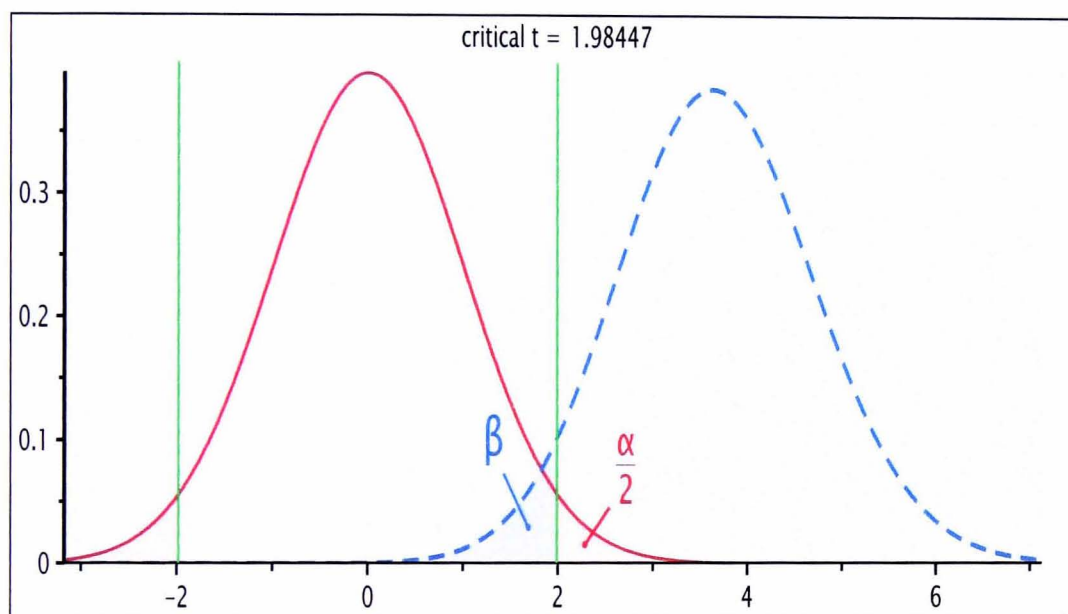
- I may withdraw from the study at any time without having to justify my decision.
- Any material used in project reports, academic papers or feedback to the prison, will be used anonymously and will not identify me in any way.

Signature:

Researcher: Artemis Xanthakis
Supervisor: Dr. Dee Danchev

artemisx99@hotmail.com
dee.danchev.1@city.ac.uk

G-Power- Distribution Plot (df=98, total sample size=100, actual power=0.95)



Descriptive Statistics:**Sample population**

		Age	Experience in prisons	Experience in this prison
N	Valid	101	101	101
	Missing	0	0	0
Mean		3.2178	5.0525	4.5079
Std. Error of Mean		.08629	.49599	.45564
Median		3.0000	3.6000	3.0000
Mode		3.00(a)	.20(a)	.20
Std. Deviation		.86723	4.98465	4.57914
Variance		.752	24.847	20.969
Skewness		.028	1.290	1.385
Std. Error of Skewness		.240	.240	.240
Kurtosis		-.900	.977	1.291
Std. Error of Kurtosis		.476	.476	.476
Range		3.00	20.90	18.90
Minimum		2.00	.10	.10
Maximum		5.00	21.00	19.00

a. Multiple modes exist. The smallest value is shown

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	71	70.3	70.3	70.3
	Female	30	29.7	29.7	100.0
	Total	101	100.0	100.0	

Marital status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	single	26	25.7	25.7	25.7
	married	53	52.5	52.5	78.2
	divorced	5	5.0	5.0	83.2
	partnership	14	13.9	13.9	97.0
	other	3	3.0	3.0	100.0
	Total	101	100.0	100.0	

Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	asian	3	3.0	3.0	3.0
	black	14	13.9	13.9	16.8
	mixed race	4	4.0	4.0	20.8
	white british	67	66.3	66.3	87.1
	white other	13	12.9	12.9	100.0
	Total	101	100.0	100.0	

Education level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	high school	54	53.5	53.5	53.5
	college diploma	13	12.9	12.9	66.3
	certificate	11	10.9	10.9	77.2
	degree	21	20.8	20.8	98.0
	postgraduate degree	2	2.0	2.0	100.0
	Total	101	100.0	100.0	

Employment rank

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prison officer	86	85.1	85.1	85.1
	senior officer	9	8.9	8.9	94.1
	principal officer	6	5.9	5.9	100.0
	Total	101	100.0	100.0	

Full or part-time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	full time	100	99.0	99.0	99.0
	part time	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

Future intentions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	stay	57	56.4	56.4	56.4
	change	13	12.9	12.9	69.3
	not sure	31	30.7	30.7	100.0
	Total	101	100.0	100.0	

Hours at work per week

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30.00	2	2.0	2.0	2.0
	36.00	1	1.0	1.0	3.0
	39.00	80	79.2	79.2	82.2
	39.50	3	3.0	3.0	85.1
	40.00	4	4.0	4.0	89.1
	44.00	3	3.0	3.0	92.1
	45.00	3	3.0	3.0	95.0
	47.00	1	1.0	1.0	96.0
	50.00	3	3.0	3.0	99.0
	65.00	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

Appendix 7

▪ "Burnout"

		I feel emotionally drained from my work	I feel used up	I feel fatigued having to face an other day	I can easily understand how my recipients feel about things
N	Valid	101	101	101	101
	Missing	0	0	0	0
Mean		2.9604	3.3762	2.9703	1.8416
Std. Error of Mean		.18126	.18285	.17881	.18279
Median		3.0000	3.0000	2.0000	2.0000
Mode		3.00	5.00	2.00	.00
Std. Deviation		1.82165	1.83767	1.79697	1.83702
Variance		3.318	3.377	3.229	3.375
Skewness		.202	-.277	.140	.673
Std. Error of Skewness		.240	.240	.240	.240
Kurtosis		-.998	-1.009	-1.203	-.657
Std. Error of Kurtosis		.476	.476	.476	.476
Range		6.00	6.00	6.00	6.00
Minimum		.00	.00	.00	.00
Maximum		6.00	6.00	6.00	6.00

		I feel I treat some recipients as if they were impersonal objects	Working with people all day is really a strain for me	I deal very effectively with the problems of my recipients	I feel burned out from my work
N	Valid	101	101	101	101
	Missing	0	0	0	0
Mean		1.7624	1.9505	1.1089	2.7228
Std. Error of Mean		.17974	.18260	.13994	.19042
Median		1.0000	1.0000	1.0000	3.0000
Mode		.00	.00	.00	3.00
Std. Deviation		1.80637	1.83508	1.40642	1.91373
Variance		3.263	3.368	1.978	3.662
Skewness		.748	.570	1.343	.310
Std. Error of Skewness		.240	.240	.240	.240
Kurtosis		-.440	-.875	1.210	-1.024
Std. Error of Kurtosis		.476	.476	.476	.476
Range		6.00	6.00	6.00	6.00
Minimum		.00	.00	.00	.00
Maximum		6.00	6.00	6.00	6.00

		I feel I am positively influencing others through my work	I have become more callous towards people since i took this job	I worry that this job is hardening me emotionally	I feel very energetic
N	Valid	101	101	101	101
	Missing	0	0	0	0
Mean		2.0297	2.6832	2.6931	2.9208
Std. Error of Mean		.18046	.19495	.19435	.17101
Median		2.0000	3.0000	3.0000	3.0000
Mode		.00	3.00	3.00	4.00
Std. Deviation		1.81359	1.95924	1.95316	1.71862
Variance		3.289	3.839	3.815	2.954
Skewness		.417	.204	.262	.004
Std. Error of Skewness		.240	.240	.240	.240
Kurtosis		-1.091	-.997	-1.007	-.875
Std. Error of Kurtosis		.476	.476	.476	.476
Range		6.00	6.00	6.00	6.00
Minimum		.00	.00	.00	.00
Maximum		6.00	6.00	6.00	6.00

		I feel frustrated by my job	I feel i am working too hard on my job	I don't really care what happens to some recipients	Working with people directly puts too much stress on me
N	Valid	101	101	101	101
	Missing	0	0	0	0
Mean		3.2772	3.3564	2.2574	1.7921
Std. Error of Mean		.18675	.19067	.21045	.18844
Median		3.0000	3.0000	2.0000	1.0000
Mode		3.00	5.00	.00	.00
Std. Deviation		1.87680	1.91616	2.11496	1.89376
Variance		3.522	3.672	4.473	3.586
Skewness		-.190	-.193	.462	.856
Std. Error of Skewness		.240	.240	.240	.240
Kurtosis		-.999	-1.239	-1.200	-.447
Std. Error of Kurtosis		.476	.476	.476	.476
Range		6.00	6.00	6.00	6.00
Minimum		.00	.00	.00	.00
Maximum		6.00	6.00	6.00	6.00

		I can easily create a relaxed atmosphere with my recipients	I feel exhilarated after working closely with my recipients	I feel i have accomplished many worthwhile things in this job	I feel like i am at the end of my rope
N	Valid	101	101	101	101
	Missing	0	0	0	0
Mean		1.5842	3.3069	2.5446	1.4257
Std. Error of Mean		.16427	.17277	.17718	.17708
Median		1.0000	3.0000	2.0000	1.0000
Mode		.00	3.00	2.00	.00
Std. Deviation		1.65086	1.73633	1.78059	1.77959
Variance		2.725	3.015	3.170	3.167
Skewness		1.005	-.147	.142	1.080
Std. Error of Skewness		.240	.240	.240	.240
Kurtosis		.044	-.788	-1.142	-.027
Std. Error of Kurtosis		.476	.476	.476	.476
Range		6.00	6.00	6.00	6.00
Minimum		.00	.00	.00	.00
Maximum		6.00	6.00	6.00	6.00

		In my work i do deal with emotional problems very calmly	I feel recipients blame me for some of their problems
N	Valid	101	101
	Missing	0	0
Mean		1.1089	3.5050
Std. Error of Mean		.12966	.19172
Median		1.0000	4.0000
Mode		.00	5.00
Std. Deviation		1.30308	1.92678
Variance		1.698	3.712
Skewness		1.316	-.380
Std. Error of Skewness		.240	.240
Kurtosis		1.764	-1.049
Std. Error of Kurtosis		.476	.476
Range		6.00	6.00
Minimum		.00	.00
Maximum		6.00	6.00

Frequency tables

I feel emotionally drained from my work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	7	6.9	6.9	6.9
	a few times a year or less	21	20.8	20.8	27.7
	once a month or less	13	12.9	12.9	40.6
	a few times a month	25	24.8	24.8	65.3
	once a week	11	10.9	10.9	76.2
	a few times a week	11	10.9	10.9	87.1
	every day	13	12.9	12.9	100.0
	Total	101	100.0	100.0	

I feel used up

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	8	7.9	7.9	7.9
	a few times a year or less	12	11.9	11.9	19.8
	once a month or less	12	11.9	11.9	31.7
	a few times a month	19	18.8	18.8	50.5
	once a week	15	14.9	14.9	65.3
	a few times a week	22	21.8	21.8	87.1
	every day	13	12.9	12.9	100.0
	Total	101	100.0	100.0	

I feel fatigued having to face another day

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	7	6.9	6.9	6.9
	a few times a year or less	16	15.8	15.8	22.8
	once a month or less	28	27.7	27.7	50.5
	a few times a month	9	8.9	8.9	59.4
	once a week	12	11.9	11.9	71.3
	a few times a week	21	20.8	20.8	92.1
	every day	8	7.9	7.9	100.0
	Total	101	100.0	100.0	

I can easily understand how my recipients feel about things

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid everyday	36	35.6	35.6	35.6
a few times a week	14	13.9	13.9	49.5
once a week	17	16.8	16.8	66.3
a few times a month	14	13.9	13.9	80.2
once a month or less	8	7.9	7.9	88.1
a few times a year or less	8	7.9	7.9	96.0
never	4	4.0	4.0	100.0
Total	101	100.0	100.0	

I feel I treat some recipients as if they were impersonal objects

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid never	37	36.6	36.6	36.6
a few times a year or less	17	16.8	16.8	53.5
once a month or less	11	10.9	10.9	64.4
a few times a month	19	18.8	18.8	83.2
once a week	8	7.9	7.9	91.1
a few times a week	4	4.0	4.0	95.0
every day	5	5.0	5.0	100.0
Total	101	100.0	100.0	

Working with people all day is really a strain for me

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid never	30	29.7	29.7	29.7
a few times a year or less	24	23.8	23.8	53.5
once a month or less	6	5.9	5.9	59.4
a few times a month	18	17.8	17.8	77.2
once a week	12	11.9	11.9	89.1
a few times a week	7	6.9	6.9	96.0
every day	4	4.0	4.0	100.0
Total	101	100.0	100.0	

I deal very effectively with the problems of my recipients

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid everyday	47	46.5	46.5	46.5
a few times a week	26	25.7	25.7	72.3
once a week	10	9.9	9.9	82.2
a few times a month	10	9.9	9.9	92.1
once a month or less	5	5.0	5.0	97.0
a few times a year or less	2	2.0	2.0	99.0
never	1	1.0	1.0	100.0
Total	101	100.0	100.0	

I feel burned out from my work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	13	12.9	12.9	12.9
	a few times a year or less	19	18.8	18.8	31.7
	once a month or less	18	17.8	17.8	49.5
	a few times a month	20	19.8	19.8	69.3
	once a week	7	6.9	6.9	76.2
	a few times a week	12	11.9	11.9	88.1
	every day	12	11.9	11.9	100.0
	Total	101	100.0	100.0	

I feel I am positively influencing others through my work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	everyday	30	29.7	29.7	29.7
	a few times a week	16	15.8	15.8	45.5
	once a week	17	16.8	16.8	62.4
	a few times a month	11	10.9	10.9	73.3
	once a month or less	15	14.9	14.9	88.1
	a few times a month or less	10	9.9	9.9	98.0
	never	2	2.0	2.0	100.0
	Total	101	100.0	100.0	

I have become more callous towards people since I took this job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	19	18.8	18.8	18.8
	a few times a year or less	14	13.9	13.9	32.7
	once a month or less	11	10.9	10.9	43.6
	a few times a month	26	25.7	25.7	69.3
	once a week	11	10.9	10.9	80.2
	a few times a week	7	6.9	6.9	87.1
	every day	13	12.9	12.9	100.0
	Total	101	100.0	100.0	

I worry that this job is hardening me emotionally

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	17	16.8	16.8	16.8
	a few times a year or less	15	14.9	14.9	31.7
	once a month or less	16	15.8	15.8	47.5
	a few times a month	22	21.8	21.8	69.3
	once a week	9	8.9	8.9	78.2
	a few times a week	9	8.9	8.9	87.1
	every day	13	12.9	12.9	100.0
	Total	101	100.0	100.0	

I feel very energetic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	everyday	9	8.9	8.9	8.9
	a few times a week	16	15.8	15.8	24.8
	once a week	16	15.8	15.8	40.6
	a few times a month	19	18.8	18.8	59.4
	once a month or less	23	22.8	22.8	82.2
	a few times a year or less	10	9.9	9.9	92.1
	never	8	7.9	7.9	100.0
	Total	101	100.0	100.0	

I feel frustrated by my job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	10	9.9	9.9	9.9
	a few times a year or less	11	10.9	10.9	20.8
	once a month or less	13	12.9	12.9	33.7
	a few times a month	19	18.8	18.8	52.5
	once a week	18	17.8	17.8	70.3
	a few times a week	15	14.9	14.9	85.1
	every day	15	14.9	14.9	100.0
	Total	101	100.0	100.0	

I feel I am working too hard on my job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	7	6.9	6.9	6.9
	a few times a year or less	17	16.8	16.8	23.8
	once a month or less	11	10.9	10.9	34.7
	a few times a month	17	16.8	16.8	51.5
	once a week	11	10.9	10.9	62.4
	a few times a week	23	22.8	22.8	85.1
	every day	15	14.9	14.9	100.0
	Total	101	100.0	100.0	

I don't really care what happens to some recipients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	31	30.7	30.7	30.7
	a few times a year or less	17	16.8	16.8	47.5
	once a month or less	10	9.9	9.9	57.4
	a few times a month	13	12.9	12.9	70.3
	once a week	8	7.9	7.9	78.2
	a few times a week	12	11.9	11.9	90.1
	every day	10	9.9	9.9	100.0
	Total	101	100.0	100.0	

Working with people directly puts too much stress on me

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	35	34.7	34.7	34.7
	a few times a year or less	22	21.8	21.8	56.4
	once a month or less	13	12.9	12.9	69.3
	a few times a month	10	9.9	9.9	79.2
	once a week	8	7.9	7.9	87.1
	a few times a week	7	6.9	6.9	94.1
	every day	6	5.9	5.9	100.0
	Total	101	100.0	100.0	

I can easily create a relaxed atmosphere with my recipients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	everyday	32	31.7	31.7	31.7
	a few times a week	30	29.7	29.7	61.4
	once a week	14	13.9	13.9	75.2
	a few times a month	9	8.9	8.9	84.2
	once a month or less	7	6.9	6.9	91.1
	a few times a year or less	7	6.9	6.9	98.0
	never	2	2.0	2.0	100.0
	Total	101	100.0	100.0	

I feel exhilarated after working closely with my recipients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	everyday	7	6.9	6.9	6.9
	a few times a week	10	9.9	9.9	16.8
	once a week	14	13.9	13.9	30.7
	a few times a month	25	24.8	24.8	55.4
	once a month or less	17	16.8	16.8	72.3
	a few times a year or less	15	14.9	14.9	87.1
	never	13	12.9	12.9	100.0
	Total	101	100.0	100.0	

I feel I have accomplished many worthwhile things in this job

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid everyday	16	15.8	15.8	15.8
a few times a week	17	16.8	16.8	32.7
once a week	20	19.8	19.8	52.5
a few times a month	14	13.9	13.9	66.3
once a month or less	15	14.9	14.9	81.2
a few times a year or less	16	15.8	15.8	97.0
never	3	3.0	3.0	100.0
Total	101	100.0	100.0	

I feel like I am at the end of my rope

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid never	47	46.5	46.5	46.5
a few times a year or less	19	18.8	18.8	65.3
once a month or less	9	8.9	8.9	74.3
a few times a month	9	8.9	8.9	83.2
once a week	8	7.9	7.9	91.1
a few times a week	6	5.9	5.9	97.0
every day	3	3.0	3.0	100.0
Total	101	100.0	100.0	

In my work I deal with emotional problems very calmly

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid everyday	44	43.6	43.6	43.6
a few times a week	25	24.8	24.8	68.3
once a week	17	16.8	16.8	85.1
a few times a month	11	10.9	10.9	96.0
once a month or less	1	1.0	1.0	97.0
a few times a year or less	2	2.0	2.0	99.0
never	1	1.0	1.0	100.0
Total	101	100.0	100.0	

I feel recipients blame me for some of their problems

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid never	9	8.9	8.9	8.9
a few times a year or less	12	11.9	11.9	20.8
once a month or less	9	8.9	8.9	29.7
a few times a month	17	16.8	16.8	46.5
once a week	14	13.9	13.9	60.4
a few times a week	23	22.8	22.8	83.2
every day	17	16.8	16.8	100.0
Total	101	100.0	100.0	

▪ **“Stress”**

	Not being able to participate in social activities	Having to control prisoners' inappropriate behaviours	Limited availability of snacks/ drinks for the officers	The risk of being threatened		
N						
Valid	101	101	101			101
Missing	0	0	0			0
Mean	2.2871	2.1782	1.9604			2.1881
Std. Error of Mean	.12295	.10845	.13270			.13254
Median	2.0000	2.0000	2.0000			2.0000
Mode	2.00	3.00	2.00			3.00
Std. Deviation	1.23561	1.08992	1.33357			1.33201
Variance	1.527	1.188	1.778			1.774
Skewness	-.210	-.221	-.055			-.198
Std. Error of Skewness	.240	.240	.240			.240
Kurtosis	-.917	-.660	-1.097			-1.117
Std. Error of Kurtosis	.476	.476	.476			.476
Range	4.00	4.00	4.00			4.00
Minimum	.00	.00	.00			.00
Maximum	4.00	4.00	4.00			4.00

	The prison managers' ignorance of the needs and ideas of the personnel	Not having enough quality time with my family due to work	Being held responsible for someone else's misconduct at work	Being involved in arguments and fights with prisoners	Having health problems due to work	Not being able to work in the area I am proficient in
N						
Valid	101	101	101	101	101	101
Missing	0	0	0	0	0	0
Mean	2.6832	2.3861	2.4356	2.2970	2.2277	1.8614
Std. Error of Mean	.11768	.13495	.12697	.12231	.12965	.13718
Median	3.0000	3.0000	3.0000	2.0000	2.0000	2.0000
Mode	3.00	3.00(a)	3.00	2.00	1.00	1.00(a)
Std. Deviation	1.18263	1.35625	1.27606	1.22918	1.30293	1.37862
Variance	1.399	1.839	1.628	1.511	1.698	1.901
Skewness	-.727	-.343	-.575	-.095	-.102	.161
Std. Error of Skewness	.240	.240	.240	.240	.240	.240
Kurtosis	-.360	-1.153	-.573	-1.009	-1.154	-1.185
Std. Error of Kurtosis	.476	.476	.476	.476	.476	.476
Range	4.00	4.00	4.00	4.00	4.00	4.00
Minimum	.00	.00	.00	.00	.00	.00
Maximum	4.00	4.00	4.00	4.00	4.00	4.00

		Economic under funding in the workplace	Unfair division of labour in the workplace	Work overload	Lack of cooperation by prisoners/visitors in complying with the rules of the prison
N	Valid	101	101	101	101
	Missing	0	0	0	0
Mean		2.8218	2.6337	2.9703	2.6535
Std. Error of Mean		.12696	.11055	.10479	.11977
Median		3.0000	3.0000	3.0000	3.0000
Mode		4.00	3.00	4.00	3.00
Std. Deviation		1.27590	1.11106	1.05314	1.20362
Variance		1.628	1.234	1.109	1.449
Skewness		-.778	-.613	-.726	-.738
Std. Error of Skewness		.240	.240	.240	.240
Kurtosis		-.600	-.256	-.671	-.258
Std. Error of Kurtosis		.476	.476	.476	.476
Range		4.00	4.00	3.00	4.00
Minimum		.00	.00	1.00	.00
Maximum		4.00	4.00	4.00	4.00

	People disobeying my orders when conducting a body search	Fearing an official complaint about myself	Ignoring the needs of my family due to work	Being under suspicion of a misconduct
N	101	101	101	101
Valid	101	101	101	101
Missing	0	0	0	0
Mean	1.8020	1.9703	2.3267	2.1782
Std. Error of Mean	.12899	.14655	.13724	.14852
Median	2.0000	2.0000	2.0000	2.0000
Mode	2.00	.00	4.00	3.00(a)
Std. Deviation	1.29630	1.47279	1.37919	1.49262
Variance	1.680	2.169	1.902	2.228
Skewness	.068	.033	-.284	-.257
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-1.062	-1.384	-1.175	-1.366
Std. Error of Kurtosis	.476	.476	.476	.476
Range	4.00	4.00	4.00	4.00
Minimum	.00	.00	.00	.00
Maximum	4.00	4.00	4.00	4.00

	Arbitrary decisions and frequent changes of decision	taking my work problems out on my family	Ambiguity of instructions at work	Not being able to be open about my opinions
N	101	101	101	101
Valid	101	101	101	101
Missing	0	0	0	0
Mean	2.5050	2.0396	2.3267	1.9109
Std. Error of Mean	.11572	.14345	.11698	.12981
Median	3.0000	2.0000	2.0000	2.0000
Mode	3.00	2.00(a)	2.00	2.00
Std. Deviation	1.16296	1.44167	1.17566	1.30460
Variance	1.352	2.078	1.382	1.702
Skewness	-.538	-.050	-.176	-.053
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-.474	-1.312	-.758	-1.102
Std. Error of Kurtosis	.476	.476	.476	.476
Range	4.00	4.00	4.00	4.00
Minimum	.00	.00	.00	.00
Maximum	4.00	4.00	4.00	4.00

	Having to be cautious all the time at work	Problematic physical conditions	Feeling myself to be a prisoner	Being inspected by various committees in the workplace
N	101	101	101	101
Valid				
Missing	0	0	0	0
Mean	2.4851	2.0693	1.1782	1.7723
Std. Error of Mean	.13020	.13806	.12219	.12888
Median	3.0000	2.0000	1.0000	2.0000
Mode	4.00	2.00	.00	2.00
Std. Deviation	1.30854	1.38750	1.22797	1.29523
Variance	1.712	1.925	1.508	1.678
Skewness	-.254	.034	.809	.182
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-1.239	-1.221	-.251	-1.010
Std. Error of Kurtosis	.476	.476	.476	.476
Range	4.00	4.00	4.00	4.00
Minimum	.00	.00	.00	.00
Maximum	4.00	4.00	4.00	4.00

	Obstruction of performing my routine work by orders of the prison authorities	Encountering unusual events	Having insufficient time with my friends/relatives due to my work	Having difficulty contacting directly other wings/departments within the prison
N	101	101	101	101
Valid				
Missing	0	0	0	0
Mean	2.8218	2.6337	2.9703	2.6535
Std. Error of Mean	.12696	.11055	.10479	.11977
Median	3.0000	3.0000	3.0000	3.0000
Mode	4.00	3.00	4.00	3.00
Std. Deviation	1.27590	1.11106	1.05314	1.20362
Variance	1.628	1.234	1.109	1.449
Skewness	-.778	-.613	-.726	-.738
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-.600	-.256	-.671	-.258
Std. Error of Kurtosis	.476	.476	.476	.476
Range	4.00	4.00	3.00	4.00
Minimum	.00	.00	1.00	.00
Maximum	4.00	4.00	4.00	4.00

	Manager's differences in their attitudes and behaviours towards prisoners	Transportation problems with commuting to and from work	Night shifts leading to additional workload	Some people's perceptions of prison officers as being harsh disciplinarians
N	101	101	101	101
Valid				
Missing	0	0	0	0
Mean	2.2772	1.5149	1.3267	1.7525
Std. Error of Mean	.13724	.13688	.13358	.13005
Median	2.0000	1.0000	1.0000	2.0000
Mode	3.00	.00	.00	2.00
Std. Deviation	1.37927	1.37560	1.34245	1.30695
Variance	1.902	1.892	1.802	1.708
Skewness	-.328	.392	.746	.280
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-1.087	-1.093	-.544	-.928
Std. Error of Kurtosis	.476	.476	.476	.476
Range	4.00	4.00	4.00	4.00
Minimum	.00	.00	.00	.00
Maximum	4.00	4.00	4.00	4.00

	Excessive responsibilities of my position
N	101
Valid	
Missing	0
Mean	1.9208
Std. Error of Mean	.13252
Median	2.0000
Mode	2.00
Std. Deviation	1.33179
Variance	1.774
Skewness	.044
Std. Error of Skewness	.240
Kurtosis	-1.126
Std. Error of Kurtosis	.476
Range	4.00
Minimum	.00
Maximum	4.00

Frequency tables

Economic under funding in the workplace

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	6	5.9	5.9	5.9
	it has a small effect	14	13.9	13.9	19.8
	it has a moderate effect	14	13.9	13.9	33.7
	it has a strong effect	25	24.8	24.8	58.4
	it has a very strong effect	42	41.6	41.6	100.0
	Total	101	100.0	100.0	

Unfair division of labour in the workplace

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	5	5.0	5.0	5.0
	it has a small effect	11	10.9	10.9	15.8
	it has a moderate effect	24	23.8	23.8	39.6
	it has a strong effect	37	36.6	36.6	76.2
	it has a very strong effect	24	23.8	23.8	100.0
	Total	101	100.0	100.0	

Work overload

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has a small effect	15	14.9	14.9	14.9
	it has a moderate effect	12	11.9	11.9	26.7
	it has a strong effect	35	34.7	34.7	61.4
	it has a very strong effect	39	38.6	38.6	100.0
	Total	101	100.0	100.0	

Lack of cooperation by prisoners/visitors in complying with the rules of the prison

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	8	7.9	7.9	7.9
	it has a small effect	9	8.9	8.9	16.8
	it has a moderate effect	21	20.8	20.8	37.6
	it has a strong effect	35	34.7	34.7	72.3
	it has a very strong effect	28	27.7	27.7	100.0
	Total	101	100.0	100.0	

Not being able to participate in social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	9	8.9	8.9	8.9
	it has a small effect	19	18.8	18.8	27.7
	it has a moderate effect	27	26.7	26.7	54.5
	it has a strong effect	26	25.7	25.7	80.2
	it has a very strong effect	20	19.8	19.8	100.0
	Total	101	100.0	100.0	

Having to control prisoners' inappropriate behaviours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	7	6.9	6.9	6.9
	it has a small effect	21	20.8	20.8	27.7
	it has a moderate effect	30	29.7	29.7	57.4
	it has a strong effect	33	32.7	32.7	90.1
	it has a very strong effect	10	9.9	9.9	100.0
	Total	101	100.0	100.0	

Limited availability of snacks/ drinks for the officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	20	19.8	19.8	19.8
	it has a small effect	16	15.8	15.8	35.6
	it has a moderate effect	28	27.7	27.7	63.4
	it has a strong effect	22	21.8	21.8	85.1
	it has a very strong effect	15	14.9	14.9	100.0
	Total	101	100.0	100.0	

The risk of being threatened

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	14	13.9	13.9	13.9
	it has a small effect	19	18.8	18.8	32.7
	it has a moderate effect	22	21.8	21.8	54.5
	it has a strong effect	26	25.7	25.7	80.2
	it has a very strong effect	20	19.8	19.8	100.0
	Total	101	100.0	100.0	

The prison managers' ignorance of the needs and ideas of the personnel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	6	5.9	5.9	5.9
	it has a small effect	13	12.9	12.9	18.8
	it has a moderate effect	16	15.8	15.8	34.7
	it has a strong effect	38	37.6	37.6	72.3
	it has a very strong effect	28	27.7	27.7	100.0
	Total	101	100.0	100.0	

Not having enough quality time with my family due to work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	11	10.9	10.9	10.9
	it has a small effect	20	19.8	19.8	30.7
	it has a moderate effect	16	15.8	15.8	46.5
	it has a strong effect	27	26.7	26.7	73.3
	it has a very strong effect	27	26.7	26.7	100.0
	Total	101	100.0	100.0	

Being held responsible for someone else's' misconduct at work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	13	12.9	12.9	12.9
	it has a small effect	7	6.9	6.9	19.8
	it has a moderate effect	27	26.7	26.7	46.5
	it has a strong effect	31	30.7	30.7	77.2
	it has a very strong effect	23	22.8	22.8	100.0
	Total	101	100.0	100.0	

Being involved in arguments and fights with prisoners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	7	6.9	6.9	6.9
	it has a small effect	22	21.8	21.8	28.7
	it has a moderate effect	28	27.7	27.7	56.4
	it has a strong effect	22	21.8	21.8	78.2
	it has a very strong effect	22	21.8	21.8	100.0
	Total	101	100.0	100.0	

Having health problems due to work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	10	9.9	9.9	9.9
	it has a small effect	24	23.8	23.8	33.7
	it has a moderate effect	22	21.8	21.8	55.4
	it has a strong effect	23	22.8	22.8	78.2
	it has a very strong effect	22	21.8	21.8	100.0
	Total	101	100.0	100.0	

Not being able to work in the area I am proficient in

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	21	20.8	20.8	20.8
	it has a small effect	23	22.8	22.8	43.6
	it has a moderate effect	23	22.8	22.8	66.3
	it has a strong effect	17	16.8	16.8	83.2
	it has a very strong effect	17	16.8	16.8	100.0
	Total	101	100.0	100.0	

People disobeying my orders when conducting a body search

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	22	21.8	21.8	21.8
	it has a small effect	19	18.8	18.8	40.6
	it has a moderate effect	28	27.7	27.7	68.3
	it has a strong effect	21	20.8	20.8	89.1
	it has a very strong effect	11	10.9	10.9	100.0
	Total	101	100.0	100.0	

Fearing an official complaint about myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	23	22.8	22.8	22.8
	it has a small effect	19	18.8	18.8	41.6
	it has a moderate effect	19	18.8	18.8	60.4
	it has a strong effect	18	17.8	17.8	78.2
	it has a very strong effect	22	21.8	21.8	100.0
	Total	101	100.0	100.0	

Ignoring the needs of my family due to work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	13	12.9	12.9	12.9
	it has a small effect	18	17.8	17.8	30.7
	it has a moderate effect	20	19.8	19.8	50.5
	it has a strong effect	23	22.8	22.8	73.3
	it has a very strong effect	27	26.7	26.7	100.0
	Total	101	100.0	100.0	

Being under suspicion of a misconduct

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	22	21.8	21.8	21.8
	it has a small effect	13	12.9	12.9	34.7
	it has a moderate effect	16	15.8	15.8	50.5
	it has a strong effect	25	24.8	24.8	75.2
	it has a very strong effect	25	24.8	24.8	100.0
	Total	101	100.0	100.0	

Arbitrary decisions and frequent changes of decision

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	7	6.9	6.9	6.9
	it has a small effect	13	12.9	12.9	19.8
	it has a moderate effect	24	23.8	23.8	43.6
	it has a strong effect	36	35.6	35.6	79.2
	it has a very strong effect	21	20.8	20.8	100.0
	Total	101	100.0	100.0	

Taking my work problems out on my family

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	21	20.8	20.8	20.8
	it has a small effect	17	16.8	16.8	37.6
	it has a moderate effect	22	21.8	21.8	59.4
	it has a strong effect	19	18.8	18.8	78.2
	it has a very strong effect	22	21.8	21.8	100.0
	Total	101	100.0	100.0	

Ambiguity of instructions at work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	7	6.9	6.9	6.9
	it has a small effect	17	16.8	16.8	23.8
	it has a moderate effect	33	32.7	32.7	56.4
	it has a strong effect	24	23.8	23.8	80.2
	it has a very strong effect	20	19.8	19.8	100.0
	Total	101	100.0	100.0	

Not being able to be open about my opinions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	20	19.8	19.8	19.8
	it has a small effect	18	17.8	17.8	37.6
	it has a moderate effect	26	25.7	25.7	63.4
	it has a strong effect	25	24.8	24.8	88.1
	it has a very strong effect	12	11.9	11.9	100.0
	Total	101	100.0	100.0	

Having to be cautious all the time at work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	6	5.9	5.9	5.9
	it has a small effect	23	22.8	22.8	28.7
	it has a moderate effect	20	19.8	19.8	48.5
	it has a strong effect	20	19.8	19.8	68.3
	it has a very strong effect	32	31.7	31.7	100.0
	Total	101	100.0	100.0	

Problematic physical conditions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	16	15.8	15.8	15.8
	it has a small effect	22	21.8	21.8	37.6
	it has a moderate effect	25	24.8	24.8	62.4
	it has a strong effect	15	14.9	14.9	77.2
	it has a very strong effect	23	22.8	22.8	100.0
	Total	101	100.0	100.0	

Feeling myself to be a prisoner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	40	39.6	39.6	39.6
	it has a small effect	24	23.8	23.8	63.4
	it has a moderate effect	23	22.8	22.8	86.1
	it has a strong effect	7	6.9	6.9	93.1
	it has a very strong effect	7	6.9	6.9	100.0
	Total	101	100.0	100.0	

Being inspected by various committees in the workplace

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	21	20.8	20.8	20.8
	it has a small effect	23	22.8	22.8	43.6
	it has a moderate effect	27	26.7	26.7	70.3
	it has a strong effect	18	17.8	17.8	88.1
	it has a very strong effect	12	11.9	11.9	100.0
	Total	101	100.0	100.0	

Managers' differences in their attitudes and behaviours towards prisoners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	16	15.8	15.8	15.8
	it has a small effect	13	12.9	12.9	28.7
	it has a moderate effect	23	22.8	22.8	51.5
	it has a strong effect	25	24.8	24.8	76.2
	it has a very strong effect	24	23.8	23.8	100.0
	Total	101	100.0	100.0	

Transportation problems with commuting to and from work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	34	33.7	33.7	33.7
	it has a small effect	18	17.8	17.8	51.5
	it has a moderate effect	23	22.8	22.8	74.3
	it has a strong effect	15	14.9	14.9	89.1
	it has a very strong effect	11	10.9	10.9	100.0
	Total	101	100.0	100.0	

Night shifts leading to additional workload

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	37	36.6	36.6	36.6
	it has a small effect	24	23.8	23.8	60.4
	it has a moderate effect	22	21.8	21.8	82.2
	it has a strong effect	6	5.9	5.9	88.1
	it has a very strong effect	12	11.9	11.9	100.0
	Total	101	100.0	100.0	

Some peoples' perceptions of prison officers as being harsh disciplinarians

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	21	20.8	20.8	20.8
	it has a small effect	24	23.8	23.8	44.6
	it has a moderate effect	29	28.7	28.7	73.3
	it has a strong effect	13	12.9	12.9	86.1
	it has a very strong effect	14	13.9	13.9	100.0
	Total	101	100.0	100.0	

Obstruction of performing my routine work by orders of the prison authorities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	18	17.8	17.8	17.8
	it has a small effect	17	16.8	16.8	34.7
	it has a moderate effect	27	26.7	26.7	61.4
	it has a strong effect	23	22.8	22.8	84.2
	it has a very strong effect	16	15.8	15.8	100.0
	Total	101	100.0	100.0	

Encountering unusual events

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	27	26.7	26.7	26.7
	it has a small effect	21	20.8	20.8	47.5
	it has a moderate effect	21	20.8	20.8	68.3
	it has a strong effect	23	22.8	22.8	91.1
	it has a very strong effect	9	8.9	8.9	100.0
	Total	101	100.0	100.0	

Having insufficient time with my friends/relatives due to my work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	13	12.9	12.9	12.9
	it has a small effect	18	17.8	17.8	30.7
	it has a moderate effect	27	26.7	26.7	57.4
	it has a strong effect	20	19.8	19.8	77.2
	it has a very strong effect	23	22.8	22.8	100.0
	Total	101	100.0	100.0	

Having difficulty contacting directly other wings/departments within the prison

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	6	5.9	5.9	5.9
	it has a small effect	22	21.8	21.8	27.7
	it has a moderate effect	27	26.7	26.7	54.5
	it has a strong effect	23	22.8	22.8	77.2
	it has a very strong effect	23	22.8	22.8	100.0
	Total	101	100.0	100.0	

Excessive responsibilities of my position

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	it has no effect at all	19	18.8	18.8	18.8
	it has a small effect	21	20.8	20.8	39.6
	it has a moderate effect	25	24.8	24.8	64.4
	it has a strong effect	21	20.8	20.8	85.1
	it has a very strong effect	15	14.9	14.9	100.0
	Total	101	100.0	100.0	

▪ **'Attitudes towards Personality Disorders'**

	I like PD people	I feel frustrated with PD people	I feel drained by PD people	I respect PD people
N				
Valid	101	101	101	101
Missing	0	0	0	0
Mean	2.9406	3.7921	3.7525	3.3267
Std. Error of Mean	.12493	.14303	.15377	.13724
Median	3.0000	4.0000	4.0000	3.0000
Mode	3.00	4.00	2.00(a)	3.00
Std. Deviation	1.25556	1.43748	1.54535	1.37919
Variance	1.576	2.066	2.388	1.902
Skewness	.269	-.100	.060	.510
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-.071	-.822	-1.151	-.267
Std. Error of Kurtosis	.476	.476	.476	.476
Range	5.00	5.00	5.00	5.00
Minimum	1.00	1.00	1.00	1.00
Maximum	6.00	6.00	6.00	6.00

	I feel fondness and affection for PD people	I feel vulnerable in PD people company	I have a feeling of closeness with PD people	I feel manipulated or used by PD people
N				
Valid	101	101	101	101
Missing	0	0	0	0
Mean	2.0000	4.7030	1.7228	4.3465
Std. Error of Mean	.11345	.13015	.09347	.14855
Median	2.0000	5.0000	1.0000	4.0000
Mode	1.00	6.00	1.00	6.00
Std. Deviation	1.14018	1.30801	.93935	1.49289
Variance	1.300	1.711	.882	2.229
Skewness	1.487	-.825	1.471	-.616
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	2.701	.150	2.080	-.443
Std. Error of Kurtosis	.476	.476	.476	.476
Range	5.00	5.00	4.00	5.00
Minimum	1.00	1.00	1.00	1.00
Maximum	6.00	6.00	5.00	6.00

	I feel resigned about PD people	I admire PD people	I feel helpless in relation to PD people	I feel frightened of PD people
N				
Valid	101	101	101	101
Missing	0	0	0	0
Mean	4.6238	1.9307	4.6238	5.0000
Std. Error of Mean	.11676	.10555	.13486	.10991
Median	4.0000	2.0000	5.0000	5.0000
Mode	4.00	1.00	6.00	6.00
Std. Deviation	1.17347	1.06073	1.35537	1.10454
Variance	1.377	1.125	1.837	1.220
Skewness	-.247	1.166	-.759	-.999
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-.886	1.367	-.068	.689
Std. Error of Kurtosis	.476	.476	.476	.476
Range	4.00	5.00	5.00	5.00
Minimum	2.00	1.00	1.00	1.00
Maximum	6.00	6.00	6.00	6.00

	I see PD people as alien or strange	I feel understanding towards PD people	I feel powerless in the presence of PD people	I feel happy and content in PD people company
N				
Valid	101	101	101	101
Missing	0	0	0	0
Mean	4.8218	2.8713	5.1188	2.4257
Std. Error of Mean	.12928	.11660	.10463	.10083
Median	5.0000	3.0000	5.0000	2.0000
Mode	6.00	3.00	6.00	3.00
Std. Deviation	1.29920	1.17186	1.05154	1.01338
Variance	1.688	1.373	1.106	1.027
Skewness	-.973	.293	-1.032	.353
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	.227	-.428	.264	.217
Std. Error of Kurtosis	.476	.476	.476	.476
Range	5.00	5.00	4.00	5.00
Minimum	1.00	1.00	2.00	1.00
Maximum	6.00	6.00	6.00	6.00

	I feel angry towards PD people	I feel provoked by PD people behaviour	I enjoy spending time with PD people	Interacting with PD people makes me feel shudder
N	101	101	101	101
Valid	101	101	101	101
Missing	0	0	0	0
Mean	4.7525	4.6139	2.3069	5.1584
Std. Error of Mean	.13005	.13048	.10600	.12486
Median	5.0000	5.0000	2.0000	6.0000
Mode	6.00	6.00	2.00	6.00
Std. Deviation	1.30695	1.31126	1.06529	1.25485
Variance	1.708	1.719	1.135	1.575
Skewness	-1.118	-.824	.520	-1.700
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	.983	.147	-.368	2.547
Std. Error of Kurtosis	.476	.476	.476	.476
Range	5.00	5.00	4.00	5.00
Minimum	1.00	1.00	1.00	1.00
Maximum	6.00	6.00	5.00	6.00
	I feel irritated with PD people	I feel warm and caring towards PD people	I feel protective towards PD people	I feel oppressed or dominated by PD people
N	101	101	101	101
Valid	101	101	101	101
Missing	0	0	0	0
Mean	4.3663	2.1089	2.0990	5.3168
Std. Error of Mean	.13329	.09217	.12389	.09843
Median	4.0000	2.0000	2.0000	6.0000
Mode	4.00	2.00	1.00	6.00
Std. Deviation	1.33957	.92629	1.24503	.98925
Variance	1.794	.858	1.550	.979
Skewness	-.497	.550	1.268	-1.372
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-.552	-.118	1.380	1.000
Std. Error of Kurtosis	.476	.476	.476	.476
Range	5.00	4.00	5.00	4.00
Minimum	1.00	1.00	1.00	2.00
Maximum	6.00	5.00	6.00	6.00

		I feel I have to be cautious and careful in the presence of PD people	I feel outmanoeuvred by PD people	Caring for PD people makes me feel satisfied and fulfilled	I feel exploited by PD people
N	Valid	101	101	101	101
Missing		0	0	0	0
Mean		3.6931	4.8713	2.3663	4.6733
Std. Error of Mean		.15074	.11489	.11834	.12751
Median		4.0000	5.0000	2.0000	5.0000
Mode		4.00	6.00	3.00	6.00
Std. Deviation		1.51488	1.15467	1.18931	1.28148
Variance		2.295	1.333	1.414	1.642
Skewness		-.290	-.936	.816	-.671
Std. Error of Skewness		.240	.240	.240	.240
Kurtosis		-.674	.498	.719	-.463
Std. Error of Kurtosis		.476	.476	.476	.476
Range		5.00	5.00	5.00	5.00
Minimum		1.00	1.00	1.00	1.00
Maximum		6.00	6.00	6.00	6.00

	I feel patient when caring for PD people	I feel able to help PD people	I feel interested in PD people	I feel able to gain control of the situation with PD people
N	101	101	101	101
Valid				
Missing	0	0	0	0
Mean	2.9802	3.0099	2.6337	4.5446
Std. Error of Mean	.13422	.12064	.12326	.12628
Median	3.0000	3.0000	2.0000	5.0000
Mode	3.00	3.00	2.00	6.00
Std. Deviation	1.34893	1.21239	1.23873	1.26905
Variance	1.820	1.470	1.534	1.610
Skewness	.510	.599	.669	-.551
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-.208	.204	-.025	-.423
Std. Error of Kurtosis	.476	.476	.476	.476
Range	5.00	5.00	5.00	5.00
Minimum	1.00	1.00	1.00	1.00
Maximum	6.00	6.00	6.00	6.00

I feel tolerant with PD people's behaviour	
N	
Valid	101
Missing	0
Mean	4.5545
Std. Error of Mean	.13532
Median	5.0000
Mode	6.00
Std. Deviation	1.35997
Variance	1.850
Skewness	-.652
Std. Error of Skewness	.240
Kurtosis	-.317
Std. Error of Kurtosis	.476
Range	5.00
Minimum	1.00
Maximum	6.00

Frequency tables

I like PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	16	15.8	15.8	15.8
	seldom	17	16.8	16.8	32.7
	occasionally	38	37.6	37.6	70.3
	often	21	20.8	20.8	91.1
	very often	5	5.0	5.0	96.0
	always	4	4.0	4.0	100.0
	Total	101	100.0	100.0	

I feel frustrated with PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	6	5.9	5.9	5.9
	Very often	14	13.9	13.9	19.8
	often	23	22.8	22.8	42.6
	occasionally	25	24.8	24.8	67.3
	seldom	18	17.8	17.8	85.1
	never	15	14.9	14.9	100.0
	Total	101	100.0	100.0	

I feel drained by PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	5	5.0	5.0	5.0
	Very often	22	21.8	21.8	26.7
	often	19	18.8	18.8	45.5
	occasionally	22	21.8	21.8	67.3
	seldom	13	12.9	12.9	80.2
	never	20	19.8	19.8	100.0
	Total	101	100.0	100.0	

I respect PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	7	6.9	6.9	6.9
	seldom	21	20.8	20.8	27.7
	occasionally	34	33.7	33.7	61.4
	often	23	22.8	22.8	84.2
	very often	3	3.0	3.0	87.1
	always	13	12.9	12.9	100.0
	Total	101	100.0	100.0	

I feel fondness and affection for PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	41	40.6	40.6	40.6
	seldom	34	33.7	33.7	74.3
	occasionally	17	16.8	16.8	91.1
	often	6	5.9	5.9	97.0
	always	3	3.0	3.0	100.0
	Total	101	100.0	100.0	

I feel vulnerable in PD people company

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	3	3.0	3.0	3.0
	Very often	2	2.0	2.0	5.0
	often	13	12.9	12.9	17.8
	occasionally	24	23.8	23.8	41.6
	seldom	21	20.8	20.8	62.4
	never	38	37.6	37.6	100.0
	Total	101	100.0	100.0	

I have a feeling of closeness with PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	52	51.5	51.5	51.5
	seldom	33	32.7	32.7	84.2
	occasionally	10	9.9	9.9	94.1
	often	4	4.0	4.0	98.0
	very often	2	2.0	2.0	100.0
	Total	101	100.0	100.0	

I feel manipulated or used by PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	6	5.9	5.9	5.9
	Very often	7	6.9	6.9	12.9
	often	12	11.9	11.9	24.8
	occasionally	28	27.7	27.7	52.5
	seldom	17	16.8	16.8	69.3
	never	31	30.7	30.7	100.0
	Total	101	100.0	100.0	

I feel uncomfortable or uneasy with PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	3	3.0	3.0	3.0
	Very often	6	5.9	5.9	8.9
	often	12	11.9	11.9	20.8
	occasionally	23	22.8	22.8	43.6
	seldom	26	25.7	25.7	69.3
	never	31	30.7	30.7	100.0
	Total	101	100.0	100.0	

I feel I am wasting my time with PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	6	5.9	5.9	5.9
	very often	4	4.0	4.0	9.9
	often	10	9.9	9.9	19.8
	occasionally	32	31.7	31.7	51.5
	seldom	21	20.8	20.8	72.3
	never	28	27.7	27.7	100.0
	Total	101	100.0	100.0	

I am excited to work with PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	40	39.6	39.6	39.6
	seldom	24	23.8	23.8	63.4
	occasionally	27	26.7	26.7	90.1
	often	9	8.9	8.9	99.0
	very often	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

I feel pessimistic about PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	4	4.0	4.0	4.0
	Very often	6	5.9	5.9	9.9
	often	14	13.9	13.9	23.8
	occasionally	27	26.7	26.7	50.5
	seldom	21	20.8	20.8	71.3
	never	29	28.7	28.7	100.0
	Total	101	100.0	100.0	

I feel resigned about PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very often	4	4.0	4.0	4.0
	often	11	10.9	10.9	14.9
	occasionally	38	37.6	37.6	52.5
	seldom	14	13.9	13.9	66.3
	never	34	33.7	33.7	100.0
	Total	101	100.0	100.0	

I admire PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	45	44.6	44.6	44.6
	seldom	29	28.7	28.7	73.3
	occasionally	19	18.8	18.8	92.1
	often	6	5.9	5.9	98.0
	very often	1	1.0	1.0	99.0
	always	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

I feel helpless in relation to PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	3	3.0	3.0	3.0
	very often	5	5.0	5.0	7.9
	often	10	9.9	9.9	17.8
	occasionally	28	27.7	27.7	45.5
	seldom	18	17.8	17.8	63.4
	never	37	36.6	36.6	100.0
	Total	101	100.0	100.0	

I feel frightened of PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	1	1.0	1.0	1.0
	Very often	1	1.0	1.0	2.0
	often	8	7.9	7.9	9.9
	occasionally	21	20.8	20.8	30.7
	seldom	26	25.7	25.7	56.4
	never	44	43.6	43.6	100.0
	Total	101	100.0	100.0	

I feel angry towards PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	4	4.0	4.0	4.0
	very often	3	3.0	3.0	6.9
	often	6	5.9	5.9	12.9
	occasionally	25	24.8	24.8	37.6
	seldom	26	25.7	25.7	63.4
	never	37	36.6	36.6	100.0
	Total	101	100.0	100.0	

I feel provoked by PD people behaviour

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	3	3.0	3.0	3.0
	very often	4	4.0	4.0	6.9
	often	12	11.9	11.9	18.8
	occasionally	23	22.8	22.8	41.6
	seldom	27	26.7	26.7	68.3
	never	32	31.7	31.7	100.0
	Total	101	100.0	100.0	

I enjoy spending time with PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	26	25.7	25.7	25.7
	seldom	35	34.7	34.7	60.4
	occasionally	26	25.7	25.7	86.1
	often	11	10.9	10.9	97.0
	very often	3	3.0	3.0	100.0
	Total	101	100.0	100.0	

Interacting with PD people make me shudder

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	3	3.0	3.0	3.0
	Very often	3	3.0	3.0	5.9
	often	3	3.0	3.0	8.9
	occasionally	15	14.9	14.9	23.8
	seldom	19	18.8	18.8	42.6
	never	58	57.4	57.4	100.0
	Total	101	100.0	100.0	

I feel irritated with PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	2	2.0	2.0	2.0
	very often	9	8.9	8.9	10.9
	often	14	13.9	13.9	24.8
	occasionally	26	25.7	25.7	50.5
	seldom	25	24.8	24.8	75.2
	never	25	24.8	24.8	100.0
	Total	101	100.0	100.0	

I feel warm and caring towards PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	29	28.7	28.7	28.7
	seldom	40	39.6	39.6	68.3
	occasionally	25	24.8	24.8	93.1
	often	6	5.9	5.9	99.0
	very often	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

I feel protective towards PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	41	40.6	40.6	40.6
	seldom	30	29.7	29.7	70.3
	occasionally	17	16.8	16.8	87.1
	often	8	7.9	7.9	95.0
	very often	2	2.0	2.0	97.0
	always	3	3.0	3.0	100.0
	Total	101	100.0	100.0	

I feel oppressed or dominated by PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very often	1	1.0	1.0	1.0
	often	7	6.9	6.9	7.9
	occasionally	11	10.9	10.9	18.8
	seldom	22	21.8	21.8	40.6
	never	60	59.4	59.4	100.0
	Total	101	100.0	100.0	

I see PD people as alien or strange

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	2	2.0	2.0	2.0
	Very often	4	4.0	4.0	5.9
	often	11	10.9	10.9	16.8
	occasionally	18	17.8	17.8	34.7
	seldom	24	23.8	23.8	58.4
	never	42	41.6	41.6	100.0
	Total	101	100.0	100.0	

I feel understanding towards PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	12	11.9	11.9	11.9
	seldom	28	27.7	27.7	39.6
	occasionally	33	32.7	32.7	72.3
	often	18	17.8	17.8	90.1
	very often	9	8.9	8.9	99.0
	always	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

I feel powerless in the presence of PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very often	2	2.0	2.0	2.0
	often	7	6.9	6.9	8.9
	occasionally	17	16.8	16.8	25.7
	seldom	26	25.7	25.7	51.5
	never	49	48.5	48.5	100.0
	Total	101	100.0	100.0	

I feel happy and content in PD people company

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	21	20.8	20.8	20.8
	seldom	31	30.7	30.7	51.5
	occasionally	36	35.6	35.6	87.1
	often	12	11.9	11.9	99.0
	always	1	1.0	1.0	100.0
	Total	101	100.0	100.0	

I feel I have to be cautious and careful in the presence of PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	13	12.9	12.9	12.9
	very often	9	8.9	8.9	21.8
	often	16	15.8	15.8	37.6
	occasionally	35	34.7	34.7	72.3
	seldom	14	13.9	13.9	86.1
	never	14	13.9	13.9	100.0
	Total	101	100.0	100.0	

I feel outmanoeuvred by PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	1	1.0	1.0	1.0
	very often	3	3.0	3.0	4.0
	often	8	7.9	7.9	11.9
	occasionally	22	21.8	21.8	33.7
	seldom	29	28.7	28.7	62.4
	never	38	37.6	37.6	100.0
	Total	101	100.0	100.0	

Caring for PD people makes me feel satisfied and fulfilled

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	29	28.7	28.7	28.7
	seldom	25	24.8	24.8	53.5
	occasionally	37	36.6	36.6	90.1
	often	3	3.0	3.0	93.1
	very often	5	5.0	5.0	98.0
	always	2	2.0	2.0	100.0
	Total	101	100.0	100.0	

I feel exploited by PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	1	1.0	1.0	1.0
	very often	5	5.0	5.0	5.9
	often	15	14.9	14.9	20.8
	occasionally	19	18.8	18.8	39.6
	seldom	26	25.7	25.7	65.3
	never	35	34.7	34.7	100.0
	Total	101	100.0	100.0	

I feel patient when caring for PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	14	13.9	13.9	13.9
	seldom	23	22.8	22.8	36.6
	occasionally	36	35.6	35.6	72.3
	often	13	12.9	12.9	85.1
	very often	9	8.9	8.9	94.1
	always	6	5.9	5.9	100.0
	Total	101	100.0	100.0	

I feel able to help PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	8	7.9	7.9	7.9
	seldom	28	27.7	27.7	35.6
	occasionally	36	35.6	35.6	71.3
	often	18	17.8	17.8	89.1
	very often	6	5.9	5.9	95.0
	always	5	5.0	5.0	100.0
	Total	101	100.0	100.0	

I feel interested in PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never	18	17.8	17.8	17.8
	seldom	34	33.7	33.7	51.5
	occasionally	28	27.7	27.7	79.2
	often	11	10.9	10.9	90.1
	very often	8	7.9	7.9	98.0
	always	2	2.0	2.0	100.0
	Total	101	100.0	100.0	

I feel unable to gain control of the situation with PD people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	1	1.0	1.0	1.0
	very often	7	6.9	6.9	7.9
	often	11	10.9	10.9	18.8
	occasionally	29	28.7	28.7	47.5
	seldom	23	22.8	22.8	70.3
	never	30	29.7	29.7	100.0
	Total	101	100.0	100.0	

I feel intolerant with PD people behaviour

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	always	3	3.0	3.0	3.0
	very often	4	4.0	4.0	6.9
	often	16	15.8	15.8	22.8
	occasionally	23	22.8	22.8	45.5
	seldom	21	20.8	20.8	66.3
	never	34	33.7	33.7	100.0
	Total	101	100.0	100.0	

▪ **'Attitudes towards workplace counselling'**

	There are a number of personal and professional issues I could bring to counselling	I can never imagine myself using a counselling service	professional people like me should always be able to cope without resorting to counselling	I would be likely to use a staff counselling service if it was available
N	101	101	101	101
Valid	101	101	101	101
Missing	0	0	0	0
Mean	10.0990	2.2574	2.6238	9.4257
Std. Error of Mean	.41969	.11574	.10327	.44529
Median	12.0000	2.0000	3.0000	12.0000
Mode	12.00	2.00	3.00	12.00
Std. Deviation	4.21783	1.16322	1.03780	4.47515
Variance	17.790	1.353	1.077	20.027
Skewness	-.615	-.131	-.667	-.484
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-.104	-.653	.007	-.384
Std. Error of Kurtosis	.476	.476	.476	.476
Range	16.00	4.00	4.00	16.00
Minimum	.00	.00	.00	.00
Maximum	16.00	4.00	4.00	16.00

	I would not be likely to use a staff counselling service	I prefer to deal with my problems on my own	In such a stressful environment workplace counselling is essential	Asking for support means I am incompetent
N	101	101	101	101
Valid	101	101	101	101
Missing	0	0	0	0
Mean	4.5545	1.5644	14.7030	2.9307
Std. Error of Mean	.44953	.10380	.47105	.13949
Median	4.0000	1.0000	15.0000	3.0000
Mode	4.00	1.00	15.00	3.00
Std. Deviation	4.51769	1.04322	4.73401	1.40184
Variance	20.410	1.088	22.411	1.965
Skewness	6.706	.365	-.673	2.259
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	58.775	-.410	.275	16.772
Std. Error of Kurtosis	.476	.476	.476	.476
Range	44.00	4.00	20.00	12.00
Minimum	.00	.00	.00	.00
Maximum	44.00	4.00	20.00	12.00

	I have heard good things about counselling and I would be interested to go if I had the opportunity	I don't believe that counselling would be effective for me	It would be nice if someone could actually listen to my concerns	I would only use it as a last resort if I had a serious issue
N	101	101	101	101
Valid	101	101	101	101
Missing	0	0	0	0
Mean	11.4356	4.4257	13.8119	5.4950
Std. Error of Mean	.51865	.21124	.41116	.36332
Median	10.0000	4.0000	15.0000	6.0000
Mode	10.00	4.00	15.00	6.00
Std. Deviation	5.21232	2.12295	4.13210	3.65137
Variance	27.168	4.507	17.074	13.332
Skewness	-.063	-.186	-.397	.330
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	-.515	-.309	.315	-.552
Std. Error of Kurtosis	.476	.476	.476	.476
Range	20.00	8.00	20.00	15.00
Minimum	.00	.00	.00	.00
Maximum	20.00	8.00	20.00	15.00
	I don't like asking for other people's help	I would feel much better if I knew that such a service is available	I would never want my boss/colleagues to know that I was having counselling because they would see it as a weakness	I can think of several issues that I could bring to counselling
N	101	101	101	101
Valid	101	101	101	101
Missing	0	0	0	0
Mean	3.9406	10.3366	5.2574	12.2277
Std. Error of Mean	4.0000	12.0000	6.0000	15.0000
Median	4.00	12.00	6.00	15.00
Mode	2.16251	3.63394	3.29743	4.82054
Std. Deviation	4.676	13.206	10.873	23.238
Variance	-.085	-.378	-.183	-.252
Skewness	.240	.240	.240	.240
Std. Error of Skewness	-.240	.106	-.832	-.415
Kurtosis	.476	.476	.476	.476
Std. Error of Kurtosis	10.00	16.00	12.00	20.00
Range	10	16	12	20
Minimum	.00	.00	.00	.00
Maximum	10.00	16.00	12.00	20.00

	I would only use such a service if confidentiality is guaranteed	I receive adequate support from my colleagues and family. I wouldn't need to go to a professional counsellor	I believe I would be less stressed if I could talk to a professional in confidence	Counselling could help me gain a different perspective on my problems
N				
Valid	101	101	101	101
Missing	0	0	0	0
Mean	5.7228	4.0000	9.0297	12.0297
Std. Error of Mean	.19907	.20872	.39663	.48328
Median	6.0000	4.0000	8.0000	15.0000
Mode	6.00	4.00	8.00	15.00
Std. Deviation	2.00059	2.09762	3.98611	4.85686
Variance	4.002	4.400	15.889	23.589
Skewness	-.756	-.212	-.169	-.497
Std. Error of Skewness	.240	.240	.240	.240
Kurtosis	.104	-.653	-.131	-.045
Std. Error of Kurtosis	.476	.476	.476	.476
Range	8.00	8.00	16.00	20.00
Minimum	.00	.00	.00	.00
Maximum	8.00	8.00	16.00	20.00

	I would be happier about my job if I was offered counselling	I don't have enough time for counselling due to my responsibilities
N		
Valid	101	101
Missing	0	0
Mean	10.7426	3.8416
Std. Error of Mean	.47920	.21375
Median	10.0000	4.0000
Mode	10.00	4.00
Std. Deviation	4.81592	2.14817
Variance	23.193	4.615
Skewness	-.373	-.087
Std. Error of Skewness	.240	.240
Kurtosis	.092	-.600
Std. Error of Kurtosis	.476	.476
Range	20.00	8.00
Minimum	.00	.00
Maximum	20.00	8.00

	Asking for support is not a matter of weakness	I would be embarrassed if others knew that I was having counselling	I often feel the need to get things off my chest	I have heard good things about counselling and I would be interested to go if I had the opportunity
N				
Valid	101	101	101	101
Missing	0	0	0	0
Mean	11.4950	5.4059	10.9208	11.4356
Std. Error of Mean	12.0000	6.0000	12.0000	10.0000
Median	12.00	3.00(a)	12.00	10.00
Mode	3.81477	3.52471	3.98418	5.21232
Std. Deviation	14.552	12.424	15.874	27.168
Variance	-.868	.018	-.488	-.063
Skewness	.240	.240	.240	.240
Std. Error of Skewness	.583	-.999	-.509	-.515
Kurtosis	.476	.476	.476	.476
Std. Error of Kurtosis	16.00	12.00	16.00	20.00
Range	.16	12	16	.20
Minimum	.00	.00	.00	.00
Maximum	16.00	12	16	20

		I don't believe that counselling would be effective for me	It would be nice if someone could actually listen to my concerns	I would only use it as a last resort if I had a serious issue
N				
	Valid	101	101	101
	Missing	0	0	0
Mean		4.4257	13.8119	5.4950
Std. Error of Mean		4.0000	15.0000	6.0000
Median		4.00	15.00	6.00
Mode		2.12295	4.13210	3.65137
Std. Deviation		4.507	17.074	13.332
Variance		-.186	-.397	.330
Skewness		.240	.240	.240
Std. Error of Skewness		-.309	.315	-.552
Kurtosis		.476	.476	.476
Std. Error of Kurtosis		8.00	20.00	15.00
Range		8	20	15
Minimum		.00	.00	.00
Maximum		8	20	15.00

Frequency Tables

**There are a number of personal and professional issues
I could bring to counselling**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	5	5.0	5.0	5.0
disagree	12	11.9	11.9	16.8
Neither agree or disagree	25	24.8	24.8	41.6
agree	43	42.6	42.6	84.2
strongly agree	16	15.8	15.8	100.0
Total	101	100.0	100.0	

I can never imagine myself using a counselling service

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	8	7.9	7.9	7.9
agree	16	15.8	15.8	23.8
neither agree or disagree	37	36.6	36.6	60.4
disagree	22	21.8	21.8	82.2
strongly disagree	18	17.8	17.8	100.0
Total	101	100.0	100.0	

**Professional people like me should always be able to cope
without resorting to counselling**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	4	4.0	4.0	4.0
agree	11	10.9	10.9	14.9
neither agree or disagree	23	22.8	22.8	37.6
disagree	44	43.6	43.6	81.2
strongly disagree	19	18.8	18.8	100.0
Total	101	100.0	100.0	

I would be likely to use a staff counselling service if it was available

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	8	7.9	7.9	7.9
disagree	13	12.9	12.9	20.8
neither agree or disagree	29	28.7	28.7	49.5
agree	37	36.6	36.6	86.1
strongly agree	14	13.9	13.9	100.0
Total	101	100.0	100.0	

I don't like asking for other people's help

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	11	10.9	10.9	10.9
	disagree	21	20.8	20.8	31.7
	neither agree or disagree	37	36.6	36.6	68.3
	agree	28	27.7	27.7	96
	strongly agree	4	4.0	4.0	100.0
	Total	101	100.0	100.0	

I would feel much better if I knew that such a service is available

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	2	2.0	2.0	2.0
	disagree	8	7.9	7.9	9.9
	neither agree or disagree	35	34.7	34.7	44.6
	agree	41	40.6	40.6	85.1
	strongly agree	15	14.9	14.9	100.0
	Total	101	100.0	100.0	

I would never want my boss/colleagues to know that I was having counselling because they would see it as a weakness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	18	17.8	17.8	17.8
	agree	19	18.8	18.8	36.6
	neither agree or disagree	37	36.6	36.6	73.3
	disagree	24	23.8	23.8	97.0
	strongly disagree	3	3.0	3.0	100.0
	Total	101	100.0	100.0	

I can think of several issues that I could bring to counselling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	2	2.0	2.0	2.0
	disagree	15	14.9	14.9	16.8
	neither agree or disagree	33	32.7	32.7	49.5
	agree	38	37.6	37.6	87.1
	strongly agree	13	12.9	12.9	100.0
	Total	101	100.0	100.0	

I would only use such a service if confidentiality is guaranteed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	2	2.0	2.0	2.0
	disagree	9	8.9	8.9	10.9
	neither agree or disagree	19	18.8	18.8	29.7
	agree	42	41.6	41.6	71.3
	strongly agree	29	28.7	28.7	100.0
	Total	101	100.0	100.0	

I receive adequate support from my colleagues and family. I wouldn't need to go to a professional counsellor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	9	8.9	8.9	8.9
	agree	23	22.8	22.8	31.7
	neither agree or disagree	33	32.7	32.7	64.4
	disagree	31	30.7	30.7	95.0
	Strongly disagree	5	5.0	5.0	100.0
	Total	101	100.0	100.0	

I believe I would be less stressed if I could talk to a professional in confidence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	5	5.0	5.0	5.0
	disagree	14	13.9	13.9	18.8
	neither agree or disagree	43	42.6	42.6	61.4
	agree	28	27.7	27.7	89.1
	strongly agree	11	10.9	10.9	100.0
	Total	101	100.0	100.0	

Counselling could help me gain a different perspective on my problems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	4	4.0	4.0	4.0
	disagree	13	12.9	12.9	16.8
	neither agree or disagree	32	31.7	31.7	48.5
	agree	42	41.6	41.6	90.1
	strongly agree	10	9.9	9.9	100.0
	Total	101	100.0	100.0	

I would not be likely to use a staff counselling service

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	9	8.9	8.9	8.9
agree	20	19.8	19.8	28.7
Neither agree or disagree	33	32.7	32.7	61.4
disagree	30	29.7	29.7	91.1
Strongly disagree	9	8.91	8.91	100.0
Total	101	100.0	100.0	

I prefer to deal with my problems on my own

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	15	14.9	14.9	14.9
agree	37	36.6	36.6	51.5
neither agree or disagree	30	29.7	29.7	81.2
disagree	15	14.9	14.9	96.0
strongly disagree	4	4.0	4.0	100.0
Total	101	100.0	100.0	

In such a stressful environment workplace counselling is essential

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	2	2.0	2.0	2.0
disagree	3	3.0	3.0	5.0
neither agree or disagree	27	26.7	26.7	31.7
agree	36	35.6	35.6	67.3
strongly agree	33	32.7	32.7	100.0
Total	101	100.0	100.0	

Asking for support means I am incompetent

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	4	4.0	4.0	4.0
agree	8	7.9	7.9	11.9
neither agree or disagree	18	17.8	17.8	29.7
disagree	40	39.6	39.6	69.3
strongly disagree	31	30.7	30.7	100.0
Total	101	100.0	100.0	

I would hesitate to use such a service in case others find out what I have been discussing

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	13	12.9	12.9	12.9
agree	32	31.6	31.6	44.5
neither agree of disagree	25	24.8	24.8	69.3
disagree	27	26.7	26.7	96.0
strongly disagree	4	4	4	100.0
Total	101	100.0	100.0	

Asking for support is not a matter of weakness

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	2	2.0	2.0	2.0
disagree	8	7.9	7.9	9.9
Neither agree or disagree	17	16.8	16.8	26.7
agree	48	47.5	47.5	74.2
strongly agree	26	25.8	25.8	100.0
Total	101	100.0	100.0	

I would be embarrassed if others knew that i was having counselling

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	16	15.8	15.8	15.8
agree	27	26.7	26.7	42.6
neither agree or disagree	25	24.8	24.8	67.3
disagree	27	26.7	26.7	94.1
Strongly disagree	6	5.9	5.9	100.0
Total	101	100.0	100.0	

I often feel the need to get things off my chest

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	1	1.0	1.0	1.0
disagree	13	12.9	12.9	13.9
neither agree or disagree	22	21.8	21.8	35.7
agree	41	40.6	40.6	76.3
strongly agree	24	23.7	23.7	100.0
Total	101	100.0	100.0	

I have heard good things about counselling and I would be interested to go if I had the opportunity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	4	4.0	4.0	4.0
	disagree	18	17.8	17.8	21.8
	Neither agree or disagree	38	37.6	37.6	59.4
	agree	27	26.7	26.7	86.1
	strongly agree	14	13.9	13.9	100.0
	Total	101	100.0	100.0	

I don't believe that counselling would be effective for me

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	7	6.9	6.9	6.9
	agree	15	14.9	14.9	21.8
	neither agree or disagree	41	40.6	40.6	62.4
	disagree	26	25.7	25.7	88.1
	strongly disagree	12	11.9	11.9	100.0
	Total	101	100.0	100.0	

It would be nice if someone could actually listen to my concerns

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	1	1.0	1.0	1.0
	disagree	4	4.0	4.0	5.0
	neither agree or disagree	31	30.7	30.7	35.6
	agree	47	46.5	46.5	82.2
	strongly agree	18	17.8	17.8	100.0
	Total	101	100.0	100.0	

I would only use it as a last resort if I had a serious issue

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	14	13.9	13.9	13.9
	agree	29	28.7	28.7	42.6
	neither agree or disagree	30	29.7	29.7	72.3
	disagree	17	16.8	16.8	89.1
	strongly disagree	11	10.9	10.9	100.0
	Total	101	100.0	100.0	

I don't have enough time for counselling due to my responsibilities

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	11	10.9	10.9	10.9
agree	23	22.8	22.8	33.7
neither agree or disagree	36	35.6	35.6	69.3
disagree	25	24.8	24.8	94.1
strongly disagree	6	5.9	5.9	100.0
Total	101	100.0	100.0	

I would be happier about my job if I was offered counselling

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	7	6.9	6.9	6.9
disagree	13	12.9	12.9	19.8
neither agree or disagree	45	44.6	44.6	64.4
agree	30	29.7	29.7	94.1
strongly agree	6	5.9	5.9	100.0
Total	101	100.0	100.0	

Reliability: 'Frequency of interaction' scale

Reliability Statistics

Cronbach's Alpha	N of Items
.901	20

Reliability: 'Quality of interaction' scale

Reliability Statistics

Cronbach's Alpha	N of Items
.898	20

Reliability: 'Burnout' scale

Reliability Statistics

Cronbach's Alpha	N of Items
.899	22

Reliability: 'Stress' scale

Reliability Statistics

Cronbach's Alpha	N of Items
.969	35

Reliability: 'Attitudes towards PD' scale

Reliability Statistics

Cronbach's Alpha	N of Items
.930	37

Reliability: 'Attitudes towards workplace counselling' scale

Reliability Statistics

Cronbach's Alpha	N of Items
.908	26

Reliability Statistics

Cronbach's Alpha	Part 1	Value	.855
		N of Items	13(a)
	Part 2	Value	.805
		N of Items	13(b)
Total N of Items			26
Correlation Between Forms			.830
Spearman-Brown Coefficient	Equal Length		.907
	Unequal Length		.907
Guttman Split-Half Coefficient			.906

Item-total correlations: 'Attitudes towards workplace counselling' scale**Correlations**

		pissues	Attitudes Counselling
pissues	Pearson Correlation	1	.692(**)
	Sig. (2-tailed)		.000
	N	101	101
Attitudes Counselling	Pearson Correlation	.692(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	imagine
Attitudes Counselling	Pearson Correlation	1	.707(**)
	Sig. (2-tailed)		.000
	N	101	101
imagine	Pearson Correlation	.707(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	cope
Attitudes Counselling	Pearson Correlation	1	.651(**)
	Sig. (2-tailed)		.000
	N	101	101
cope	Pearson Correlation	.651(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	use the service
Attitudes Counselling	Pearson Correlation	1	.778(**)
	Sig. (2-tailed)		.000
	N	101	101
use the service	Pearson Correlation	.778(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	help
Attitudes Counselling	Pearson Correlation	1	.586(**)
	Sig. (2-tailed)		.000
	N	101	101
help	Pearson Correlation	.586(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	available
Attitudes Counselling	Pearson Correlation	1	.656(**)
	Sig. (2-tailed)		.000
	N	101	101
available	Pearson Correlation	.656(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	boss/colle agues
Attitudes Counselling	Pearson Correlation	1	.369(**)
	Sig. (2-tailed)		.000
	N	101	101
boss/colleagues	Pearson Correlation	.369(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	issues
Attitudes Counselling	Pearson Correlation	1	.692(**)
	Sig. (2-tailed)		.000
	N	101	101
issues	Pearson Correlation	.692(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	confidentia lity
Attitudes Counselling	Pearson Correlation	1	.362(**)
	Sig. (2-tailed)		.000
	N	101	101
confidentiality	Pearson Correlation	.362(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	support
Attitudes Counselling	Pearson Correlation	1	.555(**)
	Sig. (2-tailed)		.000
	N	101	101
support	Pearson Correlation	.555(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	stressed
Attitudes Counselling	Pearson Correlation	1	.745(**)
	Sig. (2-tailed)		.000
	N	101	101
stressed	Pearson Correlation	.745(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	perspective
Attitudes Counselling	Pearson Correlation	1	.736(**)
	Sig. (2-tailed)		.000
	N	101	101
perspective	Pearson Correlation	.736(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	likely
Attitudes Counselling	Pearson Correlation	1	.367(**)
	Sig. (2-tailed)		.000
	N	101	101
likely	Pearson Correlation	.367(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	on my own
Attitudes Counselling	Pearson Correlation	1	.616(**)
	Sig. (2-tailed)		.000
	N	101	101
on my own	Pearson Correlation	.616(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	essential
Attitudes Counselling	Pearson Correlation	1	.595(**)
	Sig. (2-tailed)		.000
	N	101	101
essential	Pearson Correlation	.595(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	incompetent
Attitudes Counselling	Pearson Correlation	1	.474(**)
	Sig. (2-tailed)		.000
	N	101	101
incompetent	Pearson Correlation	.474(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	hesitate
Attitudes Counselling	Pearson Correlation	1	.123
	Sig. (2-tailed)		.222
	N	101	101
hesitate	Pearson Correlation	.123	1
	Sig. (2-tailed)	.222	
	N	101	101

Correlations

		Attitudes Counselling	not a weakness
Attitudes Counselling	Pearson Correlation	1	.406(**)
	Sig. (2-tailed)		.000
	N	101	101
not a weakness	Pearson Correlation	.406(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	embarrassed
Attitudes Counselling	Pearson Correlation	1	.319(**)
	Sig. (2-tailed)		.001
	N	101	101
embarrassed	Pearson Correlation	.319(**)	1
	Sig. (2-tailed)	.001	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	off my chest
Attitudes Counselling	Pearson Correlation	1	.557(**)
	Sig. (2-tailed)		.000
	N	101	101
off my chest	Pearson Correlation	.557(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	heard
Attitudes Counselling	Pearson Correlation	1	.819(**)
	Sig. (2-tailed)		.000
	N	101	101
heard	Pearson Correlation	.819(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	effective
Attitudes Counselling	Pearson Correlation	1	.779(**)
	Sig. (2-tailed)		.000
	N	101	101
effective	Pearson Correlation	.779(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	listen
Attitudes Counselling	Pearson Correlation	1	.603(**)
	Sig. (2-tailed)		.000
	N	101	101
listen	Pearson Correlation	.603(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	last resort
Attitudes Counselling	Pearson Correlation	1	.525(**)
	Sig. (2-tailed)		.000
	N	101	101
last resort	Pearson Correlation	.525(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	not enough time
Attitudes Counselling	Pearson Correlation	1	.516(**)
	Sig. (2-tailed)		.000
	N	101	101
not enough time	Pearson Correlation	.516(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Attitudes Counselling	happier
Attitudes Counselling	Pearson Correlation	1	.710(**)
	Sig. (2-tailed)		.000
	N	101	101
happier	Pearson Correlation	.710(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Construct Validity

Correlations

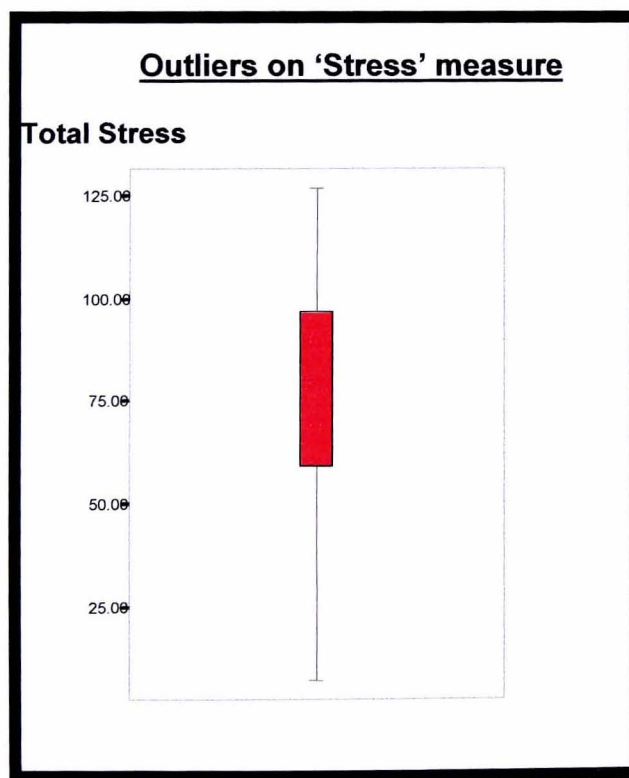
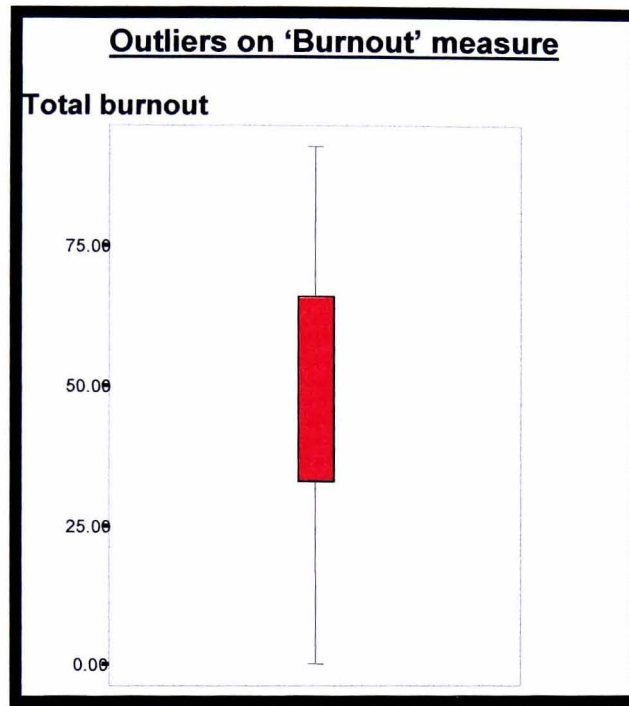
		Attitudes Counselling	total stress score
Attitudes Counselling	Pearson Correlation	1	.271(**)
	Sig. (2-tailed)		.006
	N	101	101
total stress score	Pearson Correlation	.271(**)	1
	Sig. (2-tailed)	.006	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).

Correlations

		gender	Attitudes Counselling
gender	Pearson Correlation	1	.346(**)
	Sig. (2-tailed)		.000
	N	101	101
Attitudes Counselling	Pearson Correlation	.346(**)	1
	Sig. (2-tailed)	.000	
	N	101	101

** Correlation is significant at the 0.01 level (2-tailed).



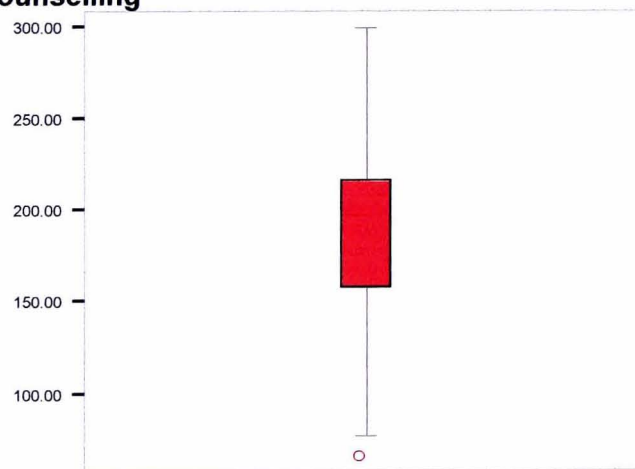
Outliers on 'Attitudes towards PD' measure

Attitudes
PD



Outliers on 'Attitudes towards workplace counselling' measure

Attitudes
Counselling



Standard error of measurement- Confidence intervals

Attitudes Counselling	Mean		Statistic	Std. Error
	95% Confidence Interval for Mean		187.7723	5.04912
	Lower Bound	Upper Bound	177.7550	
			197.7896	
	5% Trimmed Mean		187.9301	
	Median		183.0000	
	Variance		2574.858	
	Std. Deviation		50.74305	
	Minimum		66.00	
	Maximum		299.00	
	Range		233.00	
	Interquartile Range		64.00	
	Skewness		.049	.240
	Kurtosis		-.335	.476
Attitudes PD	Mean		20.0507	.40585
	95% Confidence Interval for Mean		19.2455	
	Lower Bound	Upper Bound	20.8559	
	5% Trimmed Mean		20.2036	
	Median		20.0800	
	Variance		16.636	
	Std. Deviation		4.07870	
	Minimum		9.05	
	Maximum		28.43	
	Range		19.38	
	Interquartile Range		6.24	
	Skewness		-.369	.240
	Kurtosis		-.104	.476
Total Stress score	Mean		75.0000	3.02818
	95% Confidence Interval for Mean		68.9922	
	Lower Bound	Upper Bound	81.0078	
	5% Trimmed Mean		76.0105	
	Median		76.0000	
	Variance		926.160	
	Std. Deviation		30.43288	
	Minimum		7.00	
	Maximum		127.00	
	Range		120.00	
	Interquartile Range		39.00	
	Skewness		-.520	.240
	Kurtosis		-.394	.476

	Mean			
Personal accomplishment scale	95% Confidence Interval for Mean	Lower Bound	16.4455	.83553
		Upper Bound	14.7879	
			18.1032	
	5% Trimmed Mean		16.2200	
	Median		17.0000	
	Variance		70.510	
	Std. Deviation		8.39699	
	Minimum		.00	
	Maximum		40.00	
	Range		40.00	
	Interquartile Range		12.50	
	Skewness		.289	.240
	Kurtosis		-.052	.476
Depersonalization subscale	Mean		9.3960	.61000
	95% Confidence Interval for Mean	Lower Bound	8.1858	
		Upper Bound	10.6063	
	5% Trimmed Mean		9.2294	
	Median		8.0000	
	Variance		37.582	
	Std. Deviation		6.13038	
	Minimum		.00	
	Maximum		23.00	
	Range		23.00	
	Interquartile Range		9.50	
	Skewness		.356	.240
	Kurtosis		-.923	.476
Emotional exhaustion	Mean		23.7921	1.28643
	95% Confidence Interval for Mean	Lower Bound	21.2398	
		Upper Bound	26.3443	
	5% Trimmed Mean		23.6804	
	Median		21.0000	
	Variance		167.146	
	Std. Deviation		12.92851	
	Minimum		.00	
	Maximum		52.00	
	Range		52.00	
	Interquartile Range		20.00	
	Skewness		.226	.240
	Kurtosis		-.871	.476

Mean scores

'Stress'

	N	Minimum	Maximum	Mean	Std. Deviation
work overload	101	.00	24.00	12.7822	5.51653
role conflict and ambiguity	101	.00	40.00	22.4752	9.57036
physical conditions	101	.00	16.00	7.6040	3.89379
threat perception	101	1.00	28.00	14.6040	7.14994
general problems	101	1.00	32.00	17.8416	8.06069
total stress score	101	7.00	127.00	75.0000	30.43288
Valid N (listwise)	101				

'Burnout'

	N	Minimum	Maximum	Mean	Std. Deviation
emotional exhaustion	101	.00	52.00	23.7921	12.92851
depersonalization subscale	101	.00	23.00	9.3960	6.13038
personal accomplishment scale	101	.00	40.00	16.4455	8.39699
Personal accomplishment scale (when scores are not reversed)	101	8.00	48.00	31.6040	8.37267
Total Burnout Score	101	.00	93.00	49.6436	21.74055
Valid N (listwise)	101				

'Attitudes to PD'

	N	Minimum	Maximum	Mean	Std. Deviation
enjoyment1	101	1.00	4.80	2.4330	.77167
security2	101	2.54	6.00	4.6650	.86625
acceptance3	101	1.00	6.00	4.7082	1.10116
purpose4	101	1.33	6.00	4.4757	1.11927
enthusiasm5	101	1.00	6.00	3.7723	1.38839
attitudesPD	101	9.05	28.43	20.0507	4.07870
Valid N (listwise)	101				

'Attitudes to workplace counselling'

	N	Minimum	Maximum	Mean	Std. Deviation
attitudesCounselling	101	66.00	299.00	187.7723	50.74305
Valid N (listwise)	101				

Differences between groups of officers

Differences between gender on their levels of stress and burnout and on their attitudes towards workplace counselling

	gender	N	Mean	Std. Deviation	Std. Error Mean
Attitudes Counselling	Male	71	176.4789	48.57008	5.76421
	Female	30	214.5000	46.18759	8.43266
Total stress score	Male	71	75.6056	28.25015	3.35268
	Female	30	73.5667	35.55635	6.49167
Emotional exhaustion	Male	71	24.3803	12.13656	1.44035
	Female	30	22.4000	14.76389	2.69550
Depersonalization subscale	Male	71	9.5211	6.24468	.74111
	Female	30	9.1000	5.94428	1.08527
Personal accomplishment scale	Male	71	17.2254	8.25348	.97951
	Female	30	14.6000	8.58467	1.56734
Total burnout	Male	71	51.1408	20.20134	2.39746
	Female	30	46.1000	25.02599	4.56910

Differences between younger and older prison officers on their levels of stress and burnout and on their attitudes towards workplace counselling

	agecat	N	Mean	Std. Deviation	Std. Error Mean
Attitudes Counselling	20- 39yrs	60	186.0500	51.64922	6.66789
	40 +	41	190.2927	49.91405	7.79526
Total stress score	20- 39yrs	60	73.5500	29.81265	3.84880
	40 +	41	77.1220	31.56992	4.93039
Emotional exhaustion	20- 39yrs	60	23.5333	12.69120	1.63843
	40 +	41	24.1707	13.41809	2.09555
Depersonalization subscale	20- 39yrs	60	8.9000	5.93096	.76568
	40 +	41	10.1220	6.41559	1.00195
Personal accomplishment scale	20- 39yrs	60	16.1667	8.67525	1.11997
	40 +	41	16.8537	8.06090	1.25890
Total burnout	20- 39yrs	60	48.6167	20.32790	2.62432
	40 +	41	51.1463	23.83753	3.72280

Differences between prison officers with varying length of experience on their scores in the various scales

	expcat	N	Mean	Std. Deviation	Std. Error Mean
Attitudes Counselling	0-5yrs	70	191.5429	51.89166	6.20224
	6 yrs +	31	179.2581	47.76468	8.57879
Total stress score	0-5yrs	70	71.3571	31.09081	3.71606
	6 yrs +	31	83.2258	27.62331	4.96129
Emotional exhaustion	0-5yrs	70	21.6286	12.01107	1.43560
	6 yrs +	31	28.6774	13.77531	2.47412
Depersonalization subscale	0-5yrs	70	8.4286	6.04229	.72219
	6 yrs +	31	11.5806	5.84679	1.05011
Personal accomplishment scale	0-5yrs	70	15.0429	8.20469	.98065
	6 yrs +	31	19.6129	8.07745	1.45075
Total burnout	0-5yrs	70	45.1000	22.55631	2.69599
	6 yrs +	31	59.9032	15.75935	2.83046

Differences between prison officers' marital status on their scores in the various scales

	marcat	N	Mean	Std. Deviation	Std. Error Mean
Attitudes Counselling	not married	48	189.5000	51.26319	7.39920
	married	53	186.2075	50.70668	6.96510
Total stress score	not married	48	67.9167	32.89043	4.74732
	married	53	81.4151	26.74052	3.67309
Emotional exhaustion	not married	48	22.3958	11.98002	1.72917
	married	53	25.0566	13.72171	1.88482
Depersonalization subscale	not married	48	9.0208	6.14190	.88651
	married	53	9.7358	6.15864	.84595
Personal accomplishment scale	not married	48	16.2917	9.16970	1.32353
	married	53	16.5849	7.71720	1.06004
Total burnout	not married	48	47.7292	20.46454	2.95380
	married	53	51.3774	22.89040	3.14424

Differences between prison officers' job title on their scores in the various scales

	rankcat	N	Mean	Std. Deviation	Std. Error Mean
Attitudes Counselling	prison officer	86	187.8488	51.49221	5.55255
	senior or principal officer	15	187.3333	47.89075	12.36534
Total stress score	prison officer	86	73.0698	31.89866	3.43972
	senior or principal officer	15	86.0667	16.83732	4.34738
Emotional exhaustion	prison officer	86	23.7209	12.58818	1.35742
	senior or principal officer	15	24.2000	15.21841	3.92938
Depersonalization subscale	prison officer	86	9.3721	6.26483	.67555
	senior or principal officer	15	9.5333	5.48852	1.41713
Personal accomplishment scale	prison officer	86	16.8721	8.57053	.92418
	senior or principal officer	15	14.0000	7.08116	1.82835
Total burnout	prison officer	86	49.9767	22.00640	2.37301
	senior or principal officer	15	47.7333	20.76559	5.36165

Differences between prison officers with positive/negative attitudes towards challenging inmates on their scores in the various scales

	attitudes PD cat	N	Mean	Std. Deviation	Std. Error Mean
Total stress score	more negative attitudes towards PD	50	83.8400	23.90061	3.38006
	more positive attitudes towards PD	51	66.3333	33.73050	4.72321
Emotional exhaustion	more negative attitudes towards PD	50	27.7600	12.67097	1.79195
	more positive attitudes towards PD	51	19.9020	12.07353	1.69063
Depersonalization subscale	more negative attitudes towards PD	50	11.4600	5.76127	.81477
	more positive attitudes towards PD	51	7.3725	5.84794	.81888
Personal accomplishment scale	more negative attitudes towards PD	50	18.4200	7.66143	1.08349
	more positive attitudes towards PD	51	14.5098	8.70488	1.21893
Total burnout	more negative attitudes towards PD	50	57.6400	21.40547	3.02719
	more positive attitudes towards PD	51	41.8039	19.22604	2.69218
Attitudes Counselling	more negative attitudes towards PD	50	196.7400	47.79327	6.75899
	more positive attitudes towards PD	51	178.9804	52.45893	7.34572

Factor Analysis: 'Attitudes to workplace counselling' questionnaire

Component Matrix(a)

	Component					
	1	2	3	4	5	6
I have heard good things about counselling and I would be interested to go if I had the opportunity	.827					
I don't believe that counselling would be effective for me	.820					
I would be likely to use a staff counselling service if it was available	.808					
I believe I would be less stressed if I could talk to a professional in confidence	.766					
Counselling could help me gain a different perspective on my problems	.753					
I can never imagine myself using a counselling service	.749					
I would be happier about my job if I was offered counselling	.727		-.361			
There are a number of personal and professional issues i could bring to counselling	.684					-.417
professional people like me should always be able to cope without resorting to counselling	.678					
I would feel much better if i knew that such a service is available	.672			.388		
I can think of several issues that I could bring to counselling	.666				.542	
I prefer to deal with my problems on my own	.653					
I don't like asking for other people's help	.614	.391				

It would be nice if someone could actually listen to my concerns	.608			-.409		
I receive adequate support from my colleagues and family. I wouldn't need to go to a professional counsellor	.596					
In such a stressful environment workplace counselling is essential	.590					
I often feel the need to get things off my chest	.537			-.398	.365	-.372
I would only use it as a last resort if I had a serious issue	.512		-.397		.440	
Asking for support means i am incompetent	.465		.373			
I would be embarrassed if others knew that I was having counselling		.786				
I would never want my boss/colleagues to know that I was having counselling because they would see it as a weakness		.650				
I would only use such a service if confidentiality is guaranteed	.419	-.545	.410			
Asking for support is not a matter of weakness	.359		.605	.447		
I don't have enough time for counselling due to my responsibilities	.506			.510		
I would not be likely to use a staff counselling service						.425

Extraction Method: Principal Component Analysis.
a. 6 components extracted.

Correlations

		gender	education level	experience in prisons	emotional exhaustion	depersonalization subscale	personal accomplishment scale	total burnout	work overload
gender	Pearson Correlation	1	0.295	-0.04	-0.07	-0.032	-0.144	-0.106	-0.069
	Sig. (2-tailed)		0.003	0.694	0.485	0.754	0.152	0.289	0.493
	N	101	101	101	101	101	101	101	101
education level	Pearson Correlation	0.295	1	-0.038	0.04	-0.063	-0.06	-0.018	0.1
	Sig. (2-tailed)	0.003		0.709	0.695	0.531	0.55	0.859	0.321
	N	101	101	101	101	101	101	101	101
experience in prisons	Pearson Correlation	-0.04	-0.038	1	0.221	0.257	0.205	0.283	0.115
	Sig. (2-tailed)	0.694	0.709		0.027	0.009	0.04	0.004	0.252
	N	101	101	101	101	101	101	101	101
emotional exhaustion	Pearson Correlation	-0.07	0.04	0.221	1	0.623	0.27	0.874	0.594
	Sig. (2-tailed)	0.485	0.695	0.027		0	0.006	0	0
	N	101	101	101	101	101	101	101	101
depersonalization subscale	Pearson Correlation	-0.032	-0.063	0.257	0.623	1	0.388	0.802	0.186
	Sig. (2-tailed)	0.754	0.531	0.009	0		0	0	0.062
	N	101	101	101	101	101	101	101	101
personal accomplishment scale	Pearson Correlation	-0.144	-0.06	0.205	0.27	0.388	1	0.658	0.297
	Sig. (2-tailed)	0.152	0.55	0.04	0.006	0		0	0.003
	N	101	101	101	101	101	101	101	101
total burnout	Pearson Correlation	-0.106	-0.018	0.283	0.874	0.802	0.658	1	0.52
	Sig. (2-tailed)	0.289	0.859	0.004	0	0	0		0
	N	101	101	101	101	101	101	101	101
work overload	Pearson Correlation	-0.069	0.1	0.115	0.594	0.186	0.297	0.52	1
	Sig. (2-tailed)	0.493	0.321	0.252	0	0.062	0.003	0	
	N	101	101	101	101	101	101	101	101
role conflict and ambiguity	Pearson Correlation	0.059	0.255	0.192	0.493	0.188	0.213	0.428	0.807
	Sig. (2-tailed)	0.561	0.01	0.055	0	0.06	0.033	0	0
	N	101	101	101	101	101	101	101	101
physical conditions	Pearson Correlation	-0.062	-0.082	0.215	0.328	0.152	0.176	0.306	0.588
	Sig. (2-tailed)	0.537	0.417	0.031	0.001	0.129	0.078	0.002	0
	N	101	101	101	101	101	101	101	101
threat perception	Pearson Correlation	0.021	0.034	0.18	0.37	0.227	0.151	0.342	0.573
	Sig. (2-tailed)	0.835	0.739	0.071	0	0.023	0.133	0	0
	N	101	101	101	101	101	101	101	101
general problems	Pearson Correlation	-0.068	-0.029	0.214	0.503	0.261	0.18	0.442	0.643
	Sig. (2-tailed)	0.498	0.773	0.032	0	0.008	0.072	0	0
	N	101	101	101	101	101	101	101	101

		gender	education level	experience in prisons	emotional exhaustion	depersonalization subscale	personal accomplishment scale	total burnout	work overload
total stress score	Pearson Correlation	-0.031	0.065	0.217	0.531	0.242	0.241	0.477	0.822
	Sig. (2-tailed)	0.76	0.521	0.029	0	0.015	0.015	0	0
	N	101	101	101	101	101	101	101	101
enjoyment1	Pearson Correlation	-0.023	0.028	-0.174	-0.191	-0.405	-0.299	-0.344	-0.021
	Sig. (2-tailed)	0.819	0.781	0.082	0.055	0	0.002	0	0.835
	N	101	101	101	101	101	101	101	101
security2	Pearson Correlation	-0.165	-0.15	0.049	-0.39	-0.258	-0.284	-0.414	-0.463
	Sig. (2-tailed)	0.1	0.135	0.626	0	0.009	0.004	0	0
	N	101	101	101	101	101	101	101	101
acceptance3	Pearson Correlation	-0.165	-0.172	0.037	-0.298	-0.385	-0.358	-0.424	-0.325
	Sig. (2-tailed)	0.1	0.085	0.712	0.002	0	0	0	0.001
	N	101	101	101	101	101	101	101	101
purpose4	Pearson Correlation	-0.007	-0.102	-0.101	-0.342	-0.473	-0.317	-0.459	-0.333
	Sig. (2-tailed)	0.943	0.31	0.316	0	0	0.001	0	0.001
	N	101	101	101	101	101	101	101	101
enthusiasm5	Pearson Correlation	-0.136	-0.181	-0.082	-0.318	-0.256	-0.243	-0.355	-0.399
	Sig. (2-tailed)	0.175	0.071	0.416	0.001	0.01	0.014	0	0
	N	101	101	101	101	101	101	101	101
attitudesPD	Pearson Correlation	-0.132	-0.164	-0.069	-0.403	-0.453	-0.383	-0.515	-0.417
	Sig. (2-tailed)	0.19	0.102	0.495	0	0	0	0	0
	N	101	101	101	101	101	101	101	101
frequency of interaction	Pearson Correlation	-0.214	-0.2	-0.086	0.24	0.015	0.023	0.156	0.111
	Sig. (2-tailed)	0.032	0.045	0.393	0.016	0.879	0.82	0.12	0.27
	N	101	101	101	101	101	101	101	101
negative interactions	Pearson Correlation	-0.038	-0.063	0.154	0.392	0.281	0.098	0.35	0.234
	Sig. (2-tailed)	0.705	0.534	0.123	0	0.004	0.332	0	0.019
	N	101	101	101	101	101	101	101	101
neutral interactions	Pearson Correlation	-0.283	-0.207	0	0.047	0.034	0.369	0.181	0.05
	Sig. (2-tailed)	0.004	0.038	1	0.64	0.737	0	0.07	0.618
	N	101	101	101	101	101	101	101	101
positive interactions	Pearson Correlation	0.008	-0.075	-0.172	-0.089	-0.197	-0.217	-0.193	-0.095
	Sig. (2-tailed)	0.936	0.457	0.086	0.375	0.049	0.029	0.054	0.344
	N	101	101	101	101	101	101	101	101
attitudesCounselling	Pearson Correlation	0.344	0.108	-0.148	0.152	0.053	-0.088	0.071	0.318
	Sig. (2-tailed)	0	0.283	0.141	0.128	0.598	0.38	0.48	0.001
	N	101	101	101	101	101	101	101	101

		role conflict and ambiguity	physical conditions	threat perception	general problems	total stress score	enjoyment1	security2	acceptance3
gender	Pearson								
	Correlation	0.059	-0.062	0.021	-0.068	-0.031	-0.023	-0.165	-0.165
	Sig. (2-tailed)	0.561	0.537	0.835	0.498	0.76	0.819	0.1	0.1
education level	N	101	101	101	101	101	101	101	101
	Pearson								
	Correlation	0.255	-0.082	0.034	-0.029	0.065	0.028	-0.15	-0.172
experience in prisons	Sig. (2-tailed)	0.01	0.417	0.739	0.773	0.521	0.781	0.135	0.085
	N	101	101	101	101	101	101	101	101
	Pearson								
emotional exhaustion	Correlation	0.192	0.215	0.18	0.214	0.217	-0.174	0.049	0.037
	Sig. (2-tailed)	0.055	0.031	0.071	0.032	0.029	0.082	0.626	0.712
	N	101	101	101	101	101	101	101	101
depersonalization subscale	Pearson								
	Correlation	0.493	0.328	0.37	0.503	0.531	-0.191	-0.39	-0.298
	Sig. (2-tailed)	0	0.001	0	0	0	0.055	0	0.002
personal accomplishment scale	N	101	101	101	101	101	101	101	101
	Pearson								
	Correlation	0.188	0.152	0.227	0.261	0.242	-0.405	-0.258	-0.385
total burnout	Sig. (2-tailed)	0.06	0.129	0.023	0.008	0.015	0	0.009	0
	N	101	101	101	101	101	101	101	101
	Pearson								
work overload	Correlation	0.213	0.176	0.151	0.18	0.241	-0.299	-0.284	-0.358
	Sig. (2-tailed)	0.033	0.078	0.133	0.072	0.015	0.002	0.004	0
	N	101	101	101	101	101	101	101	101
role conflict and ambiguity	Pearson								
	Correlation	0.428	0.306	0.342	0.442	0.477	-0.344	-0.414	-0.424
	Sig. (2-tailed)	0	0.002	0	0	0	0	0	0
physical conditions	N	101	101	101	101	101	101	101	101
	Pearson								
	Correlation	0.807	0.588	0.573	0.643	0.822	-0.021	-0.463	-0.325
threat perception	Sig. (2-tailed)	0	0	0	0	0	0.835	0	0.001
	N	101	101	101	101	101	101	101	101
	Pearson								
general problems	Correlation	1	0.671	0.676	0.713	0.895	0.058	-0.459	-0.32
	Sig. (2-tailed)		0	0	0	0	0.562	0	0.001
	N	101	101	101	101	101	101	101	101
acceptance3	Pearson								
	Correlation	0.671	1	0.743	0.78	0.841	0.06	-0.228	-0.107
	Sig. (2-tailed)	0		0	0	0	0.553	0.022	0.285
enjoyment1	N	101	101	101	101	101	101	101	101
	Pearson								
	Correlation	0.676	0.743	1	0.809	0.869	0.087	-0.317	-0.245
security2	Sig. (2-tailed)	0	0		0	0	0.388	0.001	0.013
	N	101	101	101	101	101	101	101	101
	Pearson								
total stress score	Correlation	0.713	0.78	0.809	1	0.906	-0.048	-0.271	-0.193
	Sig. (2-tailed)	0	0	0		0	0.632	0.006	0.053
	N	101	101	101	101	101	101	101	101

		role conflict and ambiguity	physical conditions	threat perception	general problems	total stress score	enjoyment1	security2	acceptance3
total stress score	Pearson								
	Correlation	0.895	0.841	0.869	0.906	1	0.023	-0.397	-0.289
	Sig. (2-tailed)	0	0	0	0		0.817	0	0.003
	N	101	101	101	101	101	101	101	101
enjoyment1	Pearson								
	Correlation	0.058	0.06	0.087	-0.048	0.023	1	0	0.304
	Sig. (2-tailed)	0.562	0.553	0.388	0.632	0.817		0.998	0.002
	N	101	101	101	101	101	101	101	101
security2	Pearson								
	Correlation	-0.459	-0.228	-0.317	-0.271	-0.397	0	1	0.732
	Sig. (2-tailed)	0	0.022	0.001	0.006	0	0.998		0
	N	101	101	101	101	101	101	101	101
acceptance3	Pearson								
	Correlation	-0.32	-0.107	-0.245	-0.193	-0.289	0.304	0.732	1
	Sig. (2-tailed)	0.001	0.285	0.013	0.053	0.003	0.002	0	
	N	101	101	101	101	101	101	101	101
purpose4	Pearson								
	Correlation	-0.375	-0.272	-0.326	-0.312	-0.368	0.139	0.688	0.673
	Sig. (2-tailed)	0	0.006	0.001	0.001	0	0.164	0	0
	N	101	101	101	101	101	101	101	101
enthusiasm5	Pearson								
	Correlation	-0.487	-0.348	-0.253	-0.321	-0.409	0.277	0.639	0.607
	Sig. (2-tailed)	0	0	0.011	0.001	0	0.005	0	0
	N	101	101	101	101	101	101	101	101
attitudesPD	Pearson								
	Correlation	-0.442	-0.26	-0.294	-0.314	-0.399	0.405	0.815	0.873
	Sig. (2-tailed)	0	0.009	0.003	0.001	0	0	0	0
	N	101	101	101	101	101	101	101	101
frequency of interaction	Pearson								
	Correlation	-0.057	-0.117	-0.008	0.005	-0.009	-0.01	-0.061	-0.038
	Sig. (2-tailed)	0.575	0.244	0.938	0.962	0.926	0.924	0.545	0.705
	N	101	101	101	101	101	101	101	101
negative interactions	Pearson								
	Correlation	0.128	0.122	0.249	0.306	0.24	-0.281	0.015	-0.062
	Sig. (2-tailed)	0.203	0.224	0.012	0.002	0.016	0.004	0.882	0.535
	N	101	101	101	101	101	101	101	101
neutral interactions	Pearson								
	Correlation	0.007	-0.001	-0.056	-0.022	0	-0.035	-0.176	-0.102
	Sig. (2-tailed)	0.946	0.992	0.581	0.829	0.997	0.73	0.078	0.31
	N	101	101	101	101	101	101	101	101
positive interactions	Pearson								
	Correlation	-0.16	-0.205	-0.128	-0.207	-0.179	0.204	0.068	0.083
	Sig. (2-tailed)	0.111	0.04	0.201	0.038	0.073	0.041	0.501	0.41
	N	101	101	101	101	101	101	101	101
attitudesCounselling	Pearson								
	Correlation	0.325	0.171	0.218	0.223	0.271	0.096	-0.319	-0.177
	Sig. (2-tailed)	0.001	0.088	0.029	0.025	0.006	0.34	0.001	0.076
	N	101	101	101	101	101	101	101	101

		purpose4	enthusiasm5	attitudesPD	frequency of interaction	negative interactions	neutral interactions	positive interactions	attitudesCounselling
gender	Pearson Correlation	-0.007	-0.136	-0.132	-0.214	-0.038	-0.283	0.008	0.344
	Sig. (2- tailed)	0.943	0.175	0.19	0.032	0.705	0.004	0.936	0
	N	101	101	101	101	101	101	101	101
education level	Pearson Correlation	-0.102	-0.181	-0.164	-0.2	-0.063	-0.207	-0.075	0.108
	Sig. (2- tailed)	0.31	0.071	0.102	0.045	0.534	0.038	0.457	0.283
	N	101	101	101	101	101	101	101	101
experience in prisons	Pearson Correlation	-0.101	-0.082	-0.069	-0.086	0.154	0	-0.172	-0.148
	Sig. (2- tailed)	0.316	0.416	0.495	0.393	0.123	1	0.086	0.141
	N	101	101	101	101	101	101	101	101
emotional exhaustion	Pearson Correlation	-0.342	-0.318	-0.403	0.24	0.392	0.047	-0.089	0.152
	Sig. (2- tailed)	0	0.001	0	0.016	0	0.64	0.375	0.128
	N	101	101	101	101	101	101	101	101
depersonalization subscale	Pearson Correlation	-0.473	-0.256	-0.453	0.015	0.281	0.034	-0.197	0.053
	Sig. (2- tailed)	0	0.01	0	0.879	0.004	0.737	0.049	0.598
	N	101	101	101	101	101	101	101	101
personal accomplishment scale	Pearson Correlation	-0.317	-0.243	-0.383	0.023	0.098	0.369	-0.217	-0.088
	Sig. (2- tailed)	0.001	0.014	0	0.82	0.332	0	0.029	0.38
	N	101	101	101	101	101	101	101	101
total burnout	Pearson Correlation	-0.459	-0.355	-0.515	0.156	0.35	0.181	-0.193	0.071
	Sig. (2- tailed)	0	0	0	0.12	0	0.07	0.054	0.48
	N	101	101	101	101	101	101	101	101
work overload	Pearson Correlation	-0.333	-0.399	-0.417	0.111	0.234	0.05	-0.095	0.318
	Sig. (2- tailed)	0.001	0	0	0.27	0.019	0.618	0.344	0.001
	N	101	101	101	101	101	101	101	101
role conflict and ambiguity	Pearson Correlation	-0.375	-0.487	-0.442	-0.057	0.128	0.007	-0.16	0.325
	Sig. (2- tailed)	0	0	0	0.575	0.203	0.946	0.111	0.001
	N	101	101	101	101	101	101	101	101
physical conditions	Pearson Correlation	-0.272	-0.348	-0.26	-0.117	0.122	-0.001	-0.205	0.171
	Sig. (2- tailed)	0.006	0	0.009	0.244	0.224	0.992	0.04	0.088
	N	101	101	101	101	101	101	101	101
threat perception	Pearson Correlation	-0.326	-0.253	-0.294	-0.008	0.249	-0.056	-0.128	0.218
	Sig. (2- tailed)	0.001	0.011	0.003	0.938	0.012	0.581	0.201	0.029
	N	101	101	101	101	101	101	101	101
general problems	Pearson Correlation	-0.312	-0.321	-0.314	0.005	0.306	-0.022	-0.207	0.223
	Sig. (2- tailed)	0.001	0.001	0.001	0.962	0.002	0.829	0.038	0.025
	N	101	101	101	101	101	101	101	101

		purpose4	enthusiasm5	attitudesPD	frequency of interaction	negative interactions	neutral interactions	positive interactions	attitudesCounselling
total stress score	Pearson Correlation	-0.368	-0.409	-0.399	-0.009	0.24	0	-0.179	0.271
	Sig. (2-tailed)	0	0	0	0.926	0.016	0.997	0.073	0.006
	N	101	101	101	101	101	101	101	101
enjoyment1	Pearson Correlation	0.139	0.277	0.405	-0.01	-0.281	-0.035	0.204	0.096
	Sig. (2-tailed)	0.164	0.005	0	0.924	0.004	0.73	0.041	0.34
	N	101	101	101	101	101	101	101	101
security2	Pearson Correlation	0.688	0.639	0.815	-0.061	0.015	-0.176	0.068	-0.319
	Sig. (2-tailed)	0	0	0	0.545	0.882	0.078	0.501	0.001
	N	101	101	101	101	101	101	101	101
acceptance3	Pearson Correlation	0.673	0.607	0.873	-0.038	-0.062	-0.102	0.083	-0.177
	Sig. (2-tailed)	0	0	0	0.705	0.535	0.31	0.41	0.076
	N	101	101	101	101	101	101	101	101
purpose4	Pearson Correlation	1	0.579	0.825	-0.047	-0.079	-0.167	0.101	-0.169
	Sig. (2-tailed)		0	0	0.642	0.433	0.095	0.317	0.092
	N	101	101	101	101	101	101	101	101
enthusiasm5	Pearson Correlation	0.579	1	0.85	0.007	-0.005	-0.068	0.124	-0.199
	Sig. (2-tailed)	0		0	0.946	0.957	0.502	0.217	0.046
	N	101	101	101	101	101	101	101	101
attitudesPD	Pearson Correlation	0.825	0.85	1	-0.035	-0.092	-0.139	0.146	-0.212
	Sig. (2-tailed)	0	0		0.725	0.358	0.164	0.145	0.034
	N	101	101	101	101	101	101	101	101
frequency of interaction	Pearson Correlation	-0.047	0.007	-0.035	1	0.289	0.319	0.589	0.006
	Sig. (2-tailed)	0.642	0.946	0.725		0.003	0.001	0	0.952
	N	101	101	101	101	101	101	101	101
negative interactions	Pearson Correlation	-0.079	-0.005	-0.092	0.289	1	-0.148	-0.193	-0.051
	Sig. (2-tailed)	0.433	0.957	0.358	0.003		0.141	0.053	0.61
	N	101	101	101	101	101	101	101	101
neutral interactions	Pearson Correlation	-0.167	-0.068	-0.139	0.319	-0.148	1	-0.263	-0.018
	Sig. (2-tailed)	0.095	0.502	0.164	0.001	0.141		0.008	0.86
	N	101	101	101	101	101	101	101	101
positive interactions	Pearson Correlation	0.101	0.124	0.146	0.589	-0.193	-0.263	1	0.038
	Sig. (2-tailed)	0.317	0.217	0.145	0	0.053	0.008		0.704
	N	101	101	101	101	101	101	101	101
attitudesCounselling	Pearson Correlation	-0.169	-0.199	-0.212	0.006	-0.051	-0.018	0.038	1
	Sig. (2-tailed)	0.092	0.046	0.034	0.952	0.61	0.86	0.704	
	N	101	101	101	101	101	101	101	101

Coefficients alpha**‘Stress’****Coefficients^a**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	134.661	14.068		9.572	.000	106.747	162.576
	attitudesPD	-2.976	.688	-.399	-4.327	.000	-4.340	-1.611
2	(Constant)	127.909	14.106		9.068	.000	99.917	155.901
	attitudesPD	-2.834	.677	-.380	-4.188	.000	-4.177	-1.491
	negative interactions	2.369	1.049	.205	2.260	.026	.288	4.450

a. Dependent Variable: total stress score

‘Burnout’**Coefficients^a**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	104.672	9.395		11.141	.000	86.030	123.313
	attitudesPD	-2.744	.459	-.515	-5.976	.000	-3.656	-1.833
2	(Constant)	97.490	9.035		10.790	.000	79.561	115.420
	attitudesPD	-2.594	.433	-.487	-5.984	.000	-3.454	-1.734
	negative interactions	2.520	.672	.305	3.752	.000	1.187	3.853
3	(Constant)	73.514	11.776		6.243	.000	50.141	96.886
	attitudesPD	-2.063	.452	-.387	-4.560	.000	-2.961	-1.165
	negative interactions	2.076	.662	.251	3.135	.002	.762	3.390
	total stress score	.187	.062	.262	3.014	.003	.064	.311
4	(Constant)	72.214	11.573		6.240	.000	49.241	95.187
	attitudesPD	-2.082	.444	-.391	-4.688	.000	-2.963	-1.200
	negative interactions	1.923	.654	.233	2.942	.004	.626	3.221
	total stress score	.163	.062	.228	2.628	.010	.040	.286
	experience in prisons	.744	.343	.171	2.168	.033	.063	1.426

a. Dependent Variable: total burnout

‘Attitudes towards workplace counselling’**Coefficients^a**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	138.458	14.339		9.656	.000	110.006	166.910
	gender	38.021	10.427	.344	3.646	.000	17.331	58.711
2	(Constant)	101.935	18.063		5.643	.000	66.089	137.781
	gender	38.980	10.001	.353	3.898	.000	19.133	58.827
	total stress score	.470	.151	.282	3.117	.002	.171	.770

a. Dependent Variable: attitudesCounselling

Appendix 18

Date	Emotions What do you feel? How bad was it (0-100)?	Situation What were you doing or thinking about?	Automatic thoughts What exactly were your thoughts How far did you believe each of them (0-100%)	Rational Response What are your rational answers to the automatic thoughts? How far do you believe each of them (0-100%)	Outcome 1. How far do you now believe the thoughts? 2. How do you feel (0-100%) 3. What can you do now?
09/11/07 November 15.00	Angry (90%) Irritated (85%)	"I was in the SOTP programme when one of the inmates I used to get along with, disclosed that he has committed two Child sexual offences and not one that he had initially reported".	- "He betrayed me" (100%). - "I offered him my help and he didn't respect me" (95%). - "He fooled me" (80%). - "I shouldn't have trusted him" (75%)	- He probably didn't report it earlier because he was embarrassed and not because he disrespected me. (40%) - Personalisation: I often take things personally when there is no reason for me to do so. (55%) - He has showed me in other ways that he does respect me and that he values my help. (45%) - I can't believe everything people tell me but that doesn't mean that no one can be trusted. (50%)	1. Angry (50%) Irritated (50%) 2. Give him the opportunity to tell me his reasons for not disclosing it earlier.

Date	Emotions What do you feel? How bad was it (0-100)?	Situation What were you doing or thinking about?	Automatic thoughts What exactly were your thoughts How far did you believe each of them (0-100%)	Rational Response What are your rational answers to the automatic thoughts? How far do you believe each of them (0-100%)	Outcome 1. How do you feel (0-100%) 2. What can you do now?
20/11/07 November 11.00	Angry (93%) Annoyed (85%) Irritated (85%)	I asked a prison officer if I could get my shoes from the reception area and he told me a straight "No".	- "They don't care for us because we are prisoners" (95%). - "The officers think they can treat us like crap" (85%). - "The officers enjoy making my life harder" (80%). - "I don't like them and they don't like me" (85%).	- He might have meant that he couldn't do it at that specific moment but it is possible that he could have done it later on (55%). - Another officer might have been able to help me (60%). - He might have been preoccupied with something else (50%). - The officers can have a very busy shift where they have no time to leave the wing (45%). - There are times where some officers are helpful (55%).	1. Angry (47%) Annoyed (40%) 2. Approach other officers and ask them to help me. If they can not do it I can try to negotiate with them when it would be a more suitable time.

Appendix 19

Date	Emotions What do you feel? How bad was it (0-10)?	Situation What were you doing or thinking about?	Physical Sensations	Automatic thoughts What exactly were your thoughts?	Behaviour	Behaviour of others
20/02/08	Angry (5/10)	Standing on the landing with my cellmate. I heard an inmate, opposite me, shouting to a lady prison officer "Ms X, you prostitute".	- Hot cheeks - Blushing - Sweating on the head - Scratching/itching	- "He doesn't deserve respect". - "He did wrong". - "He is a coward". - "He is a piece of shit".	- I waited for him to come out of his cell - I warned him in a calm tone of voice.	- He was nervous



Revised 07-08

Form MW1 (2 of 2)

Consent to Tape Therapeutic Sessions

Placement Supervisor's Confirmation

I confirm that (trainee's name)
has completed *Form MW1, page 1* and obtained the client's signed consent to
the taping of their therapeutic sessions.

Placement Supervisor's Name

Signature Date 6/2/08

Complete page 1 and show to the supervisor who is supervising your work with this client. Ask your supervisor to complete page 2 to confirm that you have obtained the client's permission to tape the session. To ensure full anonymity of the client, Page 2 only must be submitted with your combined case study / process report, and the client's name must not appear anywhere on the form. Page 1 must not be submitted, and should be retained with the client's notes within the agency/ placement setting.