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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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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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| Negative | Neutral | Positive | | |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | | |

2. I take inmates out for their exercise.

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| Negative | Neutral | Positive | | |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | | |

3. I take part in ACCT Reviews.

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| Negative | Neutral | Positive | | |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | | |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

| | | |
|------------------------------|------------------------------|------------------------------|
| Negative | Neutral | Positive |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> |

5. I supervise inmates while they are cleaning.

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

| | | |
|------------------------------|------------------------------|------------------------------|
| Negative | Neutral | Positive |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

| | | |
|------------------------------|------------------------------|------------------------------|
| Negative | Neutral | Positive |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

| | | |
|------------------------------|------------------------------|------------------------------|
| Negative | Neutral | Positive |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

| | | |
|------------------------------|------------------------------|------------------------------|
| Negative | Neutral | Positive |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

| | | |
|------------------------------|------------------------------|------------------------------|
| Negative | Neutral | Positive |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

| | | |
|------------------------------|------------------------------|------------------------------|
| Negative | Neutral | Positive |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> |

11. I facilitate intervention programmes for the inmates.

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

| | | |
|------------------------------|------------------------------|------------------------------|
| Negative | Neutral | Positive |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| Negative | Neutral | Positive | | |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | | |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| Negative | Neutral | Positive | | |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | | |

18. I am a member of the Disability Committee.

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| Negative | Neutral | Positive | | |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | | |

19. I supervise inmates while doing their laundry.

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Not at all | Rarely | Sometimes | Often | Every day |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| Negative | Neutral | Positive | | |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | | |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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 (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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

| | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| (0) <input type="checkbox"/> | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

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

| | | | | |
|---|--|---|---------------------------------------|--|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|---|--|---|---------------------------------------|--|

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

| | | | | |
|---|--|---|---------------------------------------|--|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|---|--|---|---------------------------------------|--|

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

| | | | | |
|---|--|---|---------------------------------------|--|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|---|--|---|---------------------------------------|--|

16. Asking for support means I am incompetent.

| | | | | |
|---|--|---|---------------------------------------|--|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|---|--|---|---------------------------------------|--|

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

| | | | | |
|---|--|---|---------------------------------------|--|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|---|--|---|---------------------------------------|--|

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

| | | | | |
|---|--|---|---------------------------------------|--|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|---|--|---|---------------------------------------|--|

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

| | | | | |
|---|--|---|---------------------------------------|--|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|---|--|---|---------------------------------------|--|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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

| | | | | |
|--|--|--|---------------------------------------|---|
| Strongly Disagree (0) <input type="checkbox"/> | Disagree (1) <input type="checkbox"/> | Neither Agree or Disagree (2) <input type="checkbox"/> | Agree (3) <input type="checkbox"/> | Strongly Agree (4) <input type="checkbox"/> |
|--|--|--|---------------------------------------|---|

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."



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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:

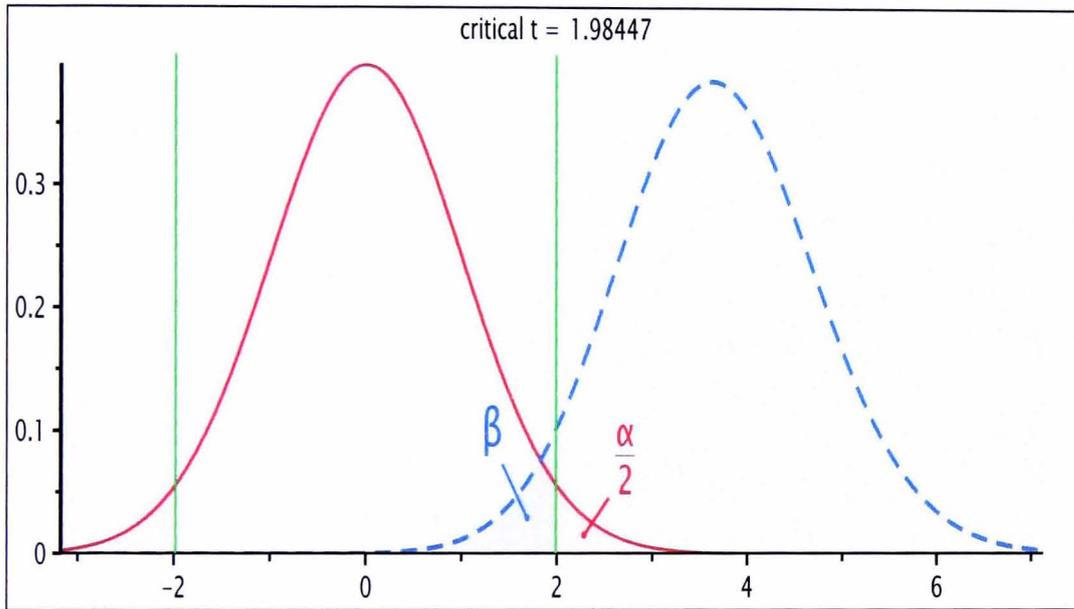
- I may withdraw from the study at any time without having to justify my decision.
- Any material used in project reports, academic papers or feedback to the prison, will be used anonymously and will not identify me in any way.

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 | |

▪ "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 | | | |
| Missing | 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 | | | | |
| 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 | | | | |
| 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 Valid | 101 | 101 | 101 | 101 |
| 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 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 |

| | 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 | | | | |
| Valid | 101 | 101 | 101 | 101 |
| 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 | |
| Valid | 101 |
| 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 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 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 | Valid | 101 | 101 | 101 | 101 |
| 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 | 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 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 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 |
| | I don't like asking for other people's help | I would feel much better if I knew that such a service is available | | |
| N 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 |

| N | Valid | 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 |
|------------------------|---------|--|--|---|
| | Missing | 101 | 101 | 101 |
| | | 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**

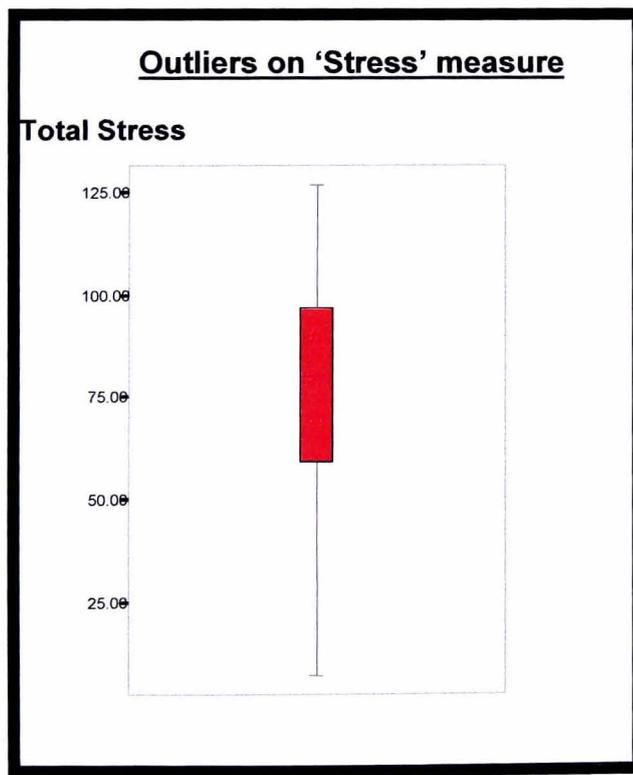
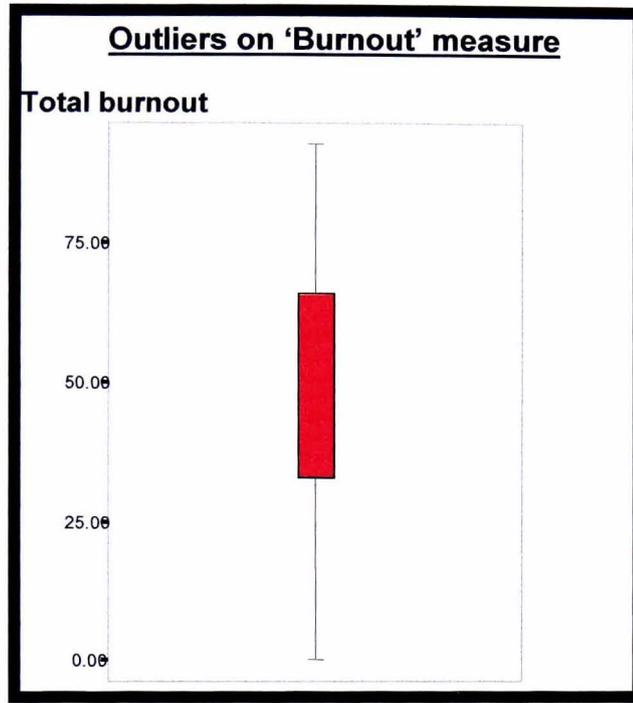
| | | Attitudes Counselling | total stress score |
|-----------------------|---------------------|--------------------------|-----------------------|
| Attitudes Counselling | Pearson Correlation | 1 | .271(**) |
| | Sig. (2-tailed) | | .006 |
| | N | 101 | 101 |
| total stress score | Pearson Correlation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

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

Correlations

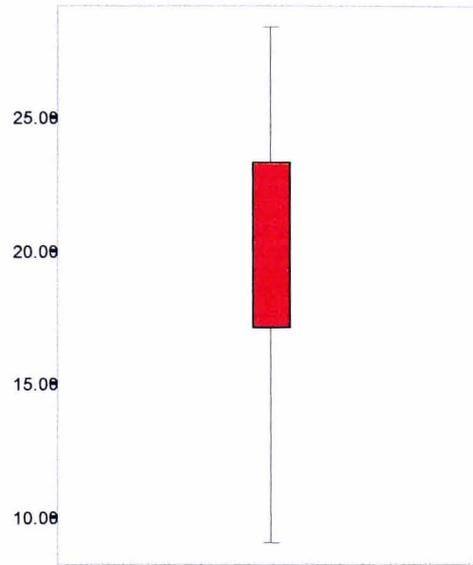
| | | gender | Attitudes Counselling |
|-----------------------|---------------------|----------|--------------------------|
| gender | Pearson Correlation | 1 | .346(**) |
| | Sig. (2-tailed) | | .000 |
| | N | 101 | 101 |
| Attitudes Counselling | Pearson Correlation | .346(**) | 1 |
| | Sig. (2-tailed)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

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



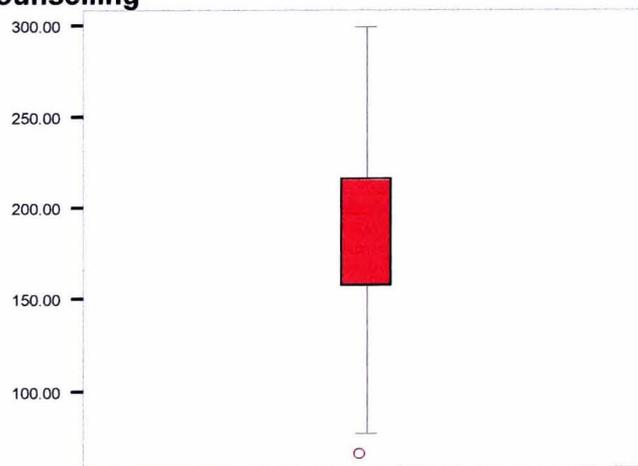
Outliers on 'Attitudes towards PD' measure

**Attitudes
PD**



Outliers on 'Attitudes towards workplace counselling' measure

**Attitudes
Counselling**



Standard error of measurement- Confidence intervals

| | | | Statistic | Std. Error | |
|-----------------------|----------------------------------|----------------------------------|-------------|------------|---------|
| Attitudes Counselling | Mean | | 187.7723 | 5.04912 | |
| | 95% Confidence Interval for Mean | Lower Bound | 177.7550 | | |
| | | Upper Bound | 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 | Lower Bound | 19.2455 | |
| | | | 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 | Lower Bound | 68.9922 | |
| | | | 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 | | | | |

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 |
| | N | 101 | 101 | 101 | 101 | 101 | 101 | 101 | 101 |
| education level | Pearson Correlation | 0.255 | -0.082 | 0.034 | -0.029 | 0.065 | 0.028 | -0.15 | -0.172 |
| | 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 |
| experience in prisons | Pearson 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 |
| emotional exhaustion | 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 |
| | N | 101 | 101 | 101 | 101 | 101 | 101 | 101 | 101 |
| depersonalization subscale | Pearson Correlation | 0.188 | 0.152 | 0.227 | 0.261 | 0.242 | -0.405 | -0.258 | -0.385 |
| | 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 |
| personal accomplishment scale | Pearson 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 |
| total burnout | 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 |
| | N | 101 | 101 | 101 | 101 | 101 | 101 | 101 | 101 |
| work overload | Pearson Correlation | 0.807 | 0.588 | 0.573 | 0.643 | 0.822 | -0.021 | -0.463 | -0.325 |
| | Sig. (2- tailed) | 0 | 0 | 0 | 0 | 0 | 0.835 | 0 | 0.001 |
| | N | 101 | 101 | 101 | 101 | 101 | 101 | 101 | 101 |
| role conflict and ambiguity | Pearson 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 |
| physical conditions | 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 |
| | N | 101 | 101 | 101 | 101 | 101 | 101 | 101 | 101 |
| threat perception | Pearson Correlation | 0.676 | 0.743 | 1 | 0.809 | 0.869 | 0.087 | -0.317 | -0.245 |
| | Sig. (2- tailed) | 0 | 0 | | 0 | 0 | 0.388 | 0.001 | 0.013 |
| | N | 101 | 101 | 101 | 101 | 101 | 101 | 101 | 101 |
| general problems | Pearson 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 | attitudesCounseling |
|--------------------------|---------------------|----------|-------------|-------------|--------------------------|-----------------------|----------------------|-----------------------|---------------------|
| 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 |
| attitudesCounseling | 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". | <ul style="list-style-type: none"> - "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%). | <ul style="list-style-type: none"> - 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%) | <ul style="list-style-type: none"> 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". | <ul style="list-style-type: none"> - "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%). | <ul style="list-style-type: none"> - 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%). | <ol style="list-style-type: none"> 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". | <ul style="list-style-type: none"> - Hot cheeks - Blushing - Sweating on the head - Scratching/itching | <ul style="list-style-type: none"> - "He doesn't deserve respect". - "He did wrong". - "He is a coward". - "He is a piece of shit". | <ul style="list-style-type: none"> - 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.