

Stress & Satisfaction Offset Score (SSOS) A Self-Assessment



Step 1 Circle the number that best describes how you feel about the following.

Step 2 Put your score in the box.

Step 3 Tally the scores.

		Agree Strongly	Agree	Not Sure	Disagree	Disagree Strongly	SCORE			
Control	I am satisfied with the amount of involvement I have in decisions that affect my work.	+1	+1	0	0	0		Add the first and second scores ...		
Reward	I feel I am rewarded (in terms of praise and recognition) for the level of effort I put out for my job.	+1	+1	0	0	0				
Demand	In the last 6 months, too much time pressure at work has caused me worry, "nerves" or stress.	-1	-1	0	0	0		subtract the third score ...		
Effort	In the last 6 months, I have experienced worry, "nerves" or stress from mental fatigue at work.	-1	-1	0	0	0		subtract the fourth score ...		
							TOTAL		Enter total in the bottom box.	

Please see reverse for interpretation of your results.

The Stress & Satisfaction Offset Score was developed by Dr. Martin Shain in collaboration with Health Canada and the Centre for Addiction and Mental Health

Organizational Culture

While short bursts of stress can be motivating, prolonged stress is always unhealthy. Constant stress increases a person's risk of heart disease, depression, back pain, some cancers, infections, decreased muscle mass and bone loss, among other things. As well, workers who are under a lot of stress are more likely to be injured on the job.

Your workplace can contribute to your stress by the presence of a class of hazards called "psychosocial" hazards. Examples are: excessive workload and unachievable deadlines, a lack of influence or control over how you do your work, harassment or lack of respect from supervisors or co-workers, or lack of recognition for the effort you put into your job.

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SSOS Interpretation

If your score is +2

You experience more satisfaction than stress at work. On the whole, you feel you are valued and are being treated fairly at work. Your self-reported health is likely to be excellent, and you have a sense of well-being. Your mental health related to work is characterized by high levels of commitment and engagement in your work. You are undoubtedly contributing to achieving your employer's business objectives. Congratulations! You are one of the fortunate ones, experiencing a very healthy workplace.

If your score is +1

You experience slightly more satisfaction than stress at work. On the whole, you feel you are being treated relatively fairly at work. Your self-reported health is likely to be very good. Your mental health related to work is characterized by quite high commitment to your employer and your job. Your employer is doing many things right, but there is still some room for improvement.

If your score is 0

The satisfaction you get from your job and the stress you experience at work tend to cancel each other out. Your self-reported health is likely to be neutral, or moderately good. Your mental health related to work may be characterized by complacency or disengagement. You are neither contributing to, nor detracting from, your employer's business objectives. Your employer could do a lot more to improve the health of your workplace, and gain your commitment and engagement.

If your score is -1

You experience slightly more stress than satisfaction at work. You may feel you are treated unfairly at work. You may be inadvertently working against the achievement of your employer's business objectives, whether these objectives are product-related or service-related. Your self-reported health is likely only fair. Your mental health at work may be characterized by disengagement and demoralization. You are at risk for a variety of health and capacity impairments. Your employer should take notice of the unhealthy workplace conditions that are contributing to your poor health and a lack of productivity in the business. There is much that can be done to improve both!

If your score is -2

You experience more stress than satisfaction at work. You likely feel you are treated very unfairly at work. You are likely inadvertently working against the achievement of your employer's business objectives, whether these objectives are product-related or service-related. Your self-reported health is likely to be poor. Your mental health at work may be characterized by disengagement, demoralization and depression. You are at risk for a wide variety of health and capacity impairments. Employees who consistently experience high levels of stress and low satisfaction at work suffer the following consequences:

Risk of Health Problems:

- 3 x risk of heart problems
- 3x risk of back pain
- 5x risk of certain cancers
- 2-3x risk of injuries
- 2-3x risk of infections
- 2-3x risk of conflicts
- 2-3x risk of mental health problems such as depression and anxiety disorders
- 2-3x risk of substance abuse problems (e.g., drugs, alcohol)

Risk of Work Capacity Problems:

- Reduced adaptability
- Reduced ability to cope with change
- Impaired learning
- Impaired memory
- Increased helplessness
- Increased passivity or aggression and conflict

Your employer is allowing you to work in a toxic work environment that is unhealthy for you, and contributing to poor business performance. There is a lot of room for improvement!

For more information about the validity and reliability of the SSOS tool contact IAPA.

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For more information, contact **IAPA** at 905-614-4272 or toll-free at 1-800-406-4272, or visit the website at **www.iapa.ca**

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