

APPENDIX 1

Organization participation consent letter

Ms C R Makanjee
Department of Radiography
University of Pretoria

Head Radiographer

Re: Consent to participate in the study

Project Title:

The effect of occupational stress and organizational commitment on diagnostic imaging radiographers in rendering a quality service.

I am a Master's student in Radiography at the Department of Radiography, University of Pretoria. You are invited to participate in my research project on occupational stress and organizational commitment amongst practicing diagnostic imaging radiographers in rendering a quality service delivery.

This letter is to grant consent to participate, as per telephonic agreement. If you have any questions, do not hesitate to ask the researcher.

The purpose of the study is to determine the level of occupational stress and organizational commitment in rendering a quality service delivery.

Your staff will be selected randomly to complete a questionnaire. The completion of the questionnaire may take about 30-35 minutes, preferably at one sitting. The completed questionnaires will be collected from you at the end of the third week. They will be kept in a safe place to ensure confidentiality. Please remember not to write the organization's name on the questionnaire. The researcher will be available to assist at any time should the need arise.

The study protocol will be submitted to the Research Ethics Committee of the University of Pretoria, Faculty of Health Sciences. The committee will grant written approval.

University of Pretoria etd – Makanjee, C R (2004)

Your participation and that of your organization in this study is voluntary and your organization can refuse to participate or stop at any time without stating any reason. Your withdrawal will involve no penalty or loss of benefits.

Rest assured that data that may be reported in scientific journals will not include any information that identifies your organization or participating staff. All information gathered during the course and after the study is strictly confidential.

If you have any questions, please do not hesitate to contact me.
I sincerely appreciate your assistance.

Yours truly,

C R Makanjee

Consent

I, the Head Radiographer fully understand the content of this letter and consent to the organization's participation in this study.

Signature _____ **Institution** _____

Date _____

Please fax back to: 012- 529 8307

Appendix 2

Covering letter for survey to radiographers

Study title: The effect of Occupational stress and organizational commitment on diagnostic imaging radiographers in rendering a quality service.

Study number: [S152/2003]

Researcher: C R Makanjee, Department of Companion Animal Clinical Studies, Faculty of Veterinary Sciences, Onderstepoort Campus, **University of Pretoria**

03 May 2003

Dear Colleague

I am a master's student at the University of Pretoria. You are invited to participate in a research study. The purpose of this study is to determine occupational stress and organizational commitment amongst practising diagnostic imaging radiographers.

Your voluntary participation will require approximately 35 minutes at one sitting to complete the questionnaire. Completion and return of the questionnaire will be regarded as evidence of your willingness to participate in the study and your consent to have the information used for the purpose of this study.

Instructions for completing the questionnaire

Please complete the questionnaire by crossing the appropriate number according to the scale provided and provide information where space is provided. After completing the questionnaire please hand it in to the head of the section.

Rest assured that your responses will remain anonymous. The information in the study records will be kept confidential. Data will be stored securely and will be available only to persons conducting the study. You must understand that you will not be able to recall your consent, as your information will not be traceable.

University of Pretoria etd – Makanjee, C R (2004)

Should you have any queries about the study or the procedures, feel free to contact me at (012) 529-8210 W or 0836287128 or e-mail cmakanj@op.up.ac.za.

Thank you in advance for participating in this study.

C R Makanjee

Radiographer

APPENDIX 3 - Questionnaire

APPENDIX 3 QUESTIONNAIRE NUMBER	OFFICE USE									
	V1	1, 2, 3								
	V2	4, 5								
SECTION One										
General Information										
1.1 Gender: make a cross in the relevant block										
<table border="1"> <tr> <td>Female</td> <td>1</td> </tr> <tr> <td>Male</td> <td>2</td> </tr> </table>	Female	1	Male	2	V3	6				
Female	1									
Male	2									
1.2 Age in years										
<input type="text"/> Years	V4	7,8								
1.3 Your marital status										
<table border="1"> <tr> <td>Never married</td> <td>1</td> </tr> <tr> <td>Married</td> <td>2</td> </tr> <tr> <td>Divorced</td> <td>3</td> </tr> <tr> <td>Widowed</td> <td>4</td> </tr> </table>	Never married	1	Married	2	Divorced	3	Widowed	4	V5	9
Never married	1									
Married	2									
Divorced	3									
Widowed	4									
1.4 Indicate the number of dependents in the relevant block/s:										
<table border="1"> <tr> <td>Children</td> <td></td> <td></td> </tr> <tr> <td>Other (eg Father, Mother, Brother/s)</td> <td></td> <td></td> </tr> </table>	Children			Other (eg Father, Mother, Brother/s)			V 6	10,11		
Children										
Other (eg Father, Mother, Brother/s)										
	V 7	12,13								
1.5 Do other members of the household contribute to the monthly income?										
<table border="1"> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> <tr> <td>Not applicable</td> <td>3</td> </tr> </table>	Yes	1	No	2	Not applicable	3	V 8	14		
Yes	1									
No	2									
Not applicable	3									
1.6 State your highest qualification in radiography in the space provided below										
_____	V9	15								
1.7 Are you presently engaged in obtaining an additional qualification in:										
<table border="1"> <tr> <td>Radiography</td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Other (specify)</td> <td>Yes</td> <td>No</td> </tr> </table>	Radiography	Yes	No	Other (specify)	Yes	No	V10	16		
Radiography	Yes	No								
Other (specify)	Yes	No								
	V11	17								
If your answer is "Yes" answer 1.8 and if "No" then proceed to 1.9										
1.8 State your field of study										
_____	V12	18								
1.9 State your period of employment at this organization in the space provided below										
_____ Years	V13	19,20								
Please continue on next page										

1.10 I am employed at this organization on the following basis:			
Part time	1	V14	21
Full time	2		
Contract	3		
Other (specify)	4		
1.11 Position held at this organization:			
Junior radiographer	1	V15	22
Senior radiographer	2		
Chief radiographer	3		
Assistant Director	4		
Other (specify)	5		
1.12 Your place of employment is:			
Public academic hospital	1	V16	23
Public regional hospital	2	V17	24
Private academic practice	3		
Ordinary private practice	4		
Other (specify)	5		

Section Two

The following statements measure your feelings towards the organization.

Please indicate using the scale provided whether you:

	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
I would be very happy to spend the rest of my career with this organization	1	2	3	4	5	V18	25
I really feel as if this organization's problems are my own	1	2	3	4	5	V19	26
I feel like part of the family at my organization	1	2	3	4	5	V20	27
I feel "emotionally attached" to this organization	1	2	3	4	5	V21	28
This organization has a great deal of personal meaning to me	1	2	3	4	5	V22	29
I feel a strong sense of belonging to my organization	1	2	3	4	5	V23	30
Right now, staying with this organization is a matter of necessity as much as a desire	1	2	3	4	5	V24	31
It would be very hard for me to leave right now, even if I wanted to	1	2	3	4	5	V25	32
Too much of my life would be disrupted if I decided I wanted to leave this organization now	1	2	3	4	5	V26	33
If I had not already put so much of myself into this organization, I might consider working elsewhere	1	2	3	4	5	V27	34
One of the few negative consequences of leaving this organization would be the scarcity of available alternatives	1	2	3	4	5	V28	35
I do feel an obligation to remain with my organization	1	2	3	4	5	V29	36

Please continue to the next page

The following statements measures your feelings towards your organization(cont.)							
	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
Even if it were to my advantage, I do not feel it would be right to leave my organization now	1	2	3	4	5	V30	37
I would feel guilty if I left my organization now	1	2	3	4	5	V31	38
This organization deserves my loyalty	1	2	3	4	5	V32	39
I would not leave my organization right now because I have a sense of obligation to the people in it	1	2	3	4	5	V33	40
I owe a great deal to my organization	1	2	3	4	5	V34	41
Section Three							
The following statements are about your experiences in a work situation							
Please indicate by using the scale provided how do you experience the following							
	Never	Sometimes	Often	Always			
Your work is not varied enough to prevent boredom	1	2	3	4		V35	42
You seem to have lost interest in work	1	2	3	4		V36	43
You accept things as they are	1	2	3	4		V37	44
You can do nothing about a situation	1	2	3	4		V38	45
You do not wish to participate in anything	1	2	3	4		V39	46
You have no interest in the activities around you	1	2	3	4		V40	47
You feel uneasy to go to work	1	2	3	4		V41	48
You have no support	1	2	3	4		V42	49
You are experiencing conflict	1	2	3	4		V43	50
Your views clash with those of another person	1	2	3	4		V44	51
You are turning up against a wall and simply cannot make progress	1	2	3	4		V45	52
Your work situation compares unfavorably with those of others	1	2	3	4		V46	53
You feel irritated	1	2	3	4		V47	54
You feel aggressive (want to hurt someone/ break something)	1	2	3	4		V48	55
You feel inferior (no self –confidence, unimportant)	1	2	3	4		V49	56
Please continue on next page							

Please indicate whether:	Never	Sometimes	Often	Always		
Someone/ or a situation is annoying you?	1	2	3	4	V50	57
You feel guilty?	1	2	3	4	V51	58
That you are getting sad?	1	2	3	4	V52	59
Afraid without any specific reason (person or situation)?	1	2	3	4	V53	60
Afraid that you going to loose your job?	1	2	3	4	V54	61
That you are not exactly sure how to act?	1	2	3	4	V55	62
That you are having trouble concentrating because you are worried about something	1	2	3	4	V56	63
You continuously need assistance?	1	2	3	4	V57	64
That it seems that you will never ever get out of this mess?	1	2	3	4	V58	65
That you have too much responsibility and too many problems?	1	2	3	4	V59	66
Section Four						
4.1 Following are statements regarding your organizational context.						
Please indicate by using the scale provided, to what extent you agree or disagree.						
	Strongly agree	Agree	Disagree	Strongly disagree	Not sure	
The organizations mission and policy is clearly stated	1	2	3	4	5	V60 67
The organization has an effective employee assistance program in place	1	2	3	4	5	V61 68
Promotion opportunities are fair	1	2	3	4	5	V62 69
The salary is market related (compatible with the number of years of experience/ and qualifications obtained)	1	2	3	4	5	V63 70
The uniform allowance is satisfactory	1	2	3	4	5	V64 71
Rules regarding uniforms are satisfactory (type and/ or colour of uniform)	1	2	3	4	5	V65 72
Regulations regarding working hours are fair	1	2	3	4	5	V66 73
Rules regarding termination of employment are fair	1	2	3	4	5	V67 74
Rules regarding transfers are fair	1	2	3	4	5	V68 75
Please continue on the next page						

Please indicate to what extent you agree or disagree	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
	1	2	3	4	5		
Communication channels regarding grievances are adequate	1	2	3	4	5	V69	76
Decisions made at top managerial level are adequate and accurately made available to all staff	1	2	3	4	5	V70	77
When decisions are made, the persons affected are being asked for their ideas/ input	1	2	3	4	5	V71	78
Management meets with all radiography staff regularly to discuss their future work goals	1	2	3	4	5	V72	79
Radiographers are adequately consulted about changes made in the workplace	1	2	3	4	5	V73	80
Each employee has a job description	1	2	3	4	5	V74	81
Management of the department has a real interest in the welfare of the staff	1	2	3	4	5	V75	82
Management of this department tries to improve working conditions	1	2	3	4	5	V76	83
Management is quick to respond to technological changes	1	2	3	4	5	V77	84
Staff is generally quick to adopt improved work methods	1	2	3	4	5	V78	85
Productivity is maintained by good organization skills and good planning	1	2	3	4	5	V79	86
Work activities (allocation to various examination rooms/ sections eg orthopaedics, paediatric) are sensibly organized	1	2	3	4	5	V80	87
Examination rooms/ sections (e.g. orthopaedics, paediatric and fluoroscopy) are sensibly organized	1	2	3	4	5	V81	88
4.2 Following are statements about your physical workplace environment							
By using the provided scale please indicate to what extent you agree or disagree:							
Physical working conditions for staff are satisfactory (temperature, lighting and ventilation)	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
	1	2	3	4	5		
Physical working conditions for staff are satisfactory (temperature, lighting and ventilation)	1	2	3	4	5	V82	89
Physical conditions for patients waiting and change rooms are satisfactory (temperature, lighting and ventilation)	1	2	3	4	5	V83	90
Facilities in this department meet staff's needs (e.g. toilets, kitchen, rest room)	1	2	3	4	5	V84	91
Please continue on next page							

	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
Facilities in this department meet patients' needs (e.g. toilets, waiting room, change rooms)	1	2	3	4	5	V85	92
Accessories (e.g. gowns, linen, drip stands etc.) are always available	1	2	3	4	5	V86	93
Examination rooms are adequately designed to accommodate beds, stretchers, etc.	1	2	3	4	5	V87	94
The equipment and resources you have to do your work with are adequate	1	2	3	4	5	V88	95
The equipment and resources you have to do your work with is well maintained (having QC programme in place)	1	2	3	4	5	V89	96
<p>4.3 The following statements regarding your head of department and/ or supervisor. By using the scale provided please indicate to what extent you agree or disagree.</p> <p>If you have a head of section and a supervisor then answer category (a) and (b) If the head of section is also your supervisor then answer only category (a) and proceed</p> <p>a. Head of the section</p>							
Can be counted on to be trustworthy	1	2	3	4	5	V90	97
Does a good job of leading the department	1	2	3	4	5	V91	98
Considers my input very seriously	1	2	3	4	5	V92	99
Communicates openly with me	1	2	3	4	5	V93	100
Treats me fairly	1	2	3	4	5	V94	101
Performs his/her job competently	1	2	3	4	5	V95	102
Really looks out for what is important for me	1	2	3	4	5	V96	103
Whenever I have difficulties at work I can talk freely with my head of department	1	2	3	4	5	V97	104
Treats me with dignity and respect	1	2	3	4	5	V98	105
Please continue on next page							

If your supervisor is also the head of the section then continue to 4.5							
b. Supervisor							
Following are statements concerning your supervisor. Please indicate whether you:							
	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
Can be counted on to be trustworthy	1	2	3	4	5	V99	106
Does a good job of leading the department	1	2	3	4	5	V100	107
Considers my input very seriously	1	2	3	4	5	V101	108
Communicates openly with me	1	2	3	4	5	V102	109
Treats me fairly	1	2	3	4	5	V103	110
Performs his/her job competently	1	2	3	4	5	V104	111
Really looks out for what is important for me	1	2	3	4	5	V105	112
Whenever I have difficulties at work I can talk freely with my supervisor	1	2	3	4	5	V106	113
Treats me with dignity and respect	1	2	3	4	5	V107	114
4.4 The following statements pertains your career development.							
Indicate using the scale provided whether you:							
	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
My performance is fairly appraised	1	2	3	4	5	V108	115
Promotion procedures are fairly applied to me	1	2	3	4	5	V109	116
My good achievements are recognized	1	2	3	4	5	V110	117
All staff are exposed to the necessary courses relevant to the profession (e.g. new equipment, CPD activities, etc)	1	2	3	4	5	V111	118
My abilities and skills are developed and extended	1	2	3	4	5	V112	119
For the qualification I have my abilities and skills are effectively utilized	1	2	3	4	5	V113	120
My relationship with the supervisor is good	1	2	3	4	5	V114	121
My relationship with the HOD is good	1	2	3	4	5	V115	122
4.5 The following statements measures role ambiguity and role conflict.							
Please indicate by using the scale provided to what extent you agree or disagree							
I have clear planned goals and objectives for my job	1	2	3	4	5	V116	123
I know what my responsibilities are	1	2	3	4	5	V117	124
I know how to utilize my time effectively	1	2	3	4	5	V118	125

Please continue on next page	
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	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
I feel certain about the authority I have on this job	1	2	3	4	5	V119	126
I have to conduct radiographic examinations differently under different circumstances	1	2	3	4	5	V120	127
I am expected to perform radiographic examinations on a number of patients without adequate staff support	1	2	3	4	5	V121	128
I work with colleagues who work quite differently	1	2	3	4	5	V122	129
My work sometimes is accepted by one person and not by another/others	1	2	3	4	5	V123	130
I am expected to perform radiographic examinations without adequate equipment and accessories	1	2	3	4	5	V124	131
4.6 The following statements measures your general social support.							
By using the scale provided please indicate to what extent you agree or disagree.							
	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
I have ample opportunity to talk openly with other colleagues about problems in the department	1	2	3	4	5	V125	132
I can share my experiences and feelings with other colleagues in the department	1	2	3	4	5	V126	133
I can express to other colleagues my negative feelings	1	2	3	4	5	V127	134
Whenever I need assistance my colleagues are there to assist me	1	2	3	4	5	V128	135
I attend social functions that are organized by my colleagues	1	2	3	4	5	V129	136
Whenever I need assistance in the ward the nursing sisters are always willing to assist me	1	2	3	4	5	V130	137
My overall relationship with the nursing staff is good	1	2	3	4	5	V131	138
My overall relationship with the radiologists is good	1	2	3	4	5	V132	139
Whenever referring clinicians need my assistance I am always willing to assist	1	2	3	4	5	V133	140
I get along with my family and friends	1	2	3	4	5	V134	141
My family is always there to support me	1	2	3	4	5	V135	142
Please continue to the next page							

4.7 The following statements measures your workload. Please indicate to what extent you agree or disagree								
	Strongly agree	Agree	Disagree	Strongly disagree	Not sure			
My work requires me to work very hard physically and mentally	1	2	3	4	5	V136	143	
There are insufficient radiographic examination rooms for the different types of examinations requested	1	2	3	4	5	V137	144	
Staff scheduling is inadequate	1	2	3	4	5	V138	145	
Equipment breakdown is frequent	1	2	3	4	5	V139	146	
I am often rushed to complete my radiographic examinations	1	2	3	4	5	V140	147	
I do not have enough time to emotionally support my patient	1	2	3	4	5	V141	148	
I do not have enough time to give proper instructions to my patient	1	2	3	4	5	V142	149	
Not enough support staff to assist (eg lifting patients, remain in the room whilst I view my radiographs)	1	2	3	4	5	V143	150	
I work most of the time through my tea and lunch break	1	2	3	4	5	V144	151	
There is no control over the through flow of patients (outpatients, casualty and wards)	1	2	3	4	5	V145	152	
There is often duplication of radiographic examinations (e.g. duplicate examination request forms, radiographs lost)	1	2	3	4	5	V146	153	
Radiographic examinations (e.g. special procedures and MVA skeletal surveys) are not adequately discussed by the clinicians with the radiographers for their opinion	1	2	3	4	5	V147	154	
4.8 The following statements measures the effect shift work has on you. Please indicate to what extent you agree or disagree.								
	Strongly agree	Agree	Disagree	Strongly disagree	Not sure			
Shift work is fairly rotated	1	2	3	4	5	V148	155	
I cannot attend most of the social functions (e.g. parties, weddings, etc.)	1	2	3	4	5	V149	156	
I cannot attend most of the recreational activities	1	2	3	4	5	V150	157	
All my friends, relatives work during the week days (e.g. 08:00 -16:00)	1	2	3	4	5	V151	158	
Please continue on next page								

Please indicate to what extent you agree or disagree	Strongly agree	Agree	Disagree	Strongly disagree	Not sure		
	1	2	3	4	5		
I rely mostly on take away food whilst doing shift work	1	2	3	4	5	V152	159
It is difficult for me to get transport	1	2	3	4	5	V153	160
I miss my spouse, / or children when doing shift work	1	2	3	4	5	V154	161
One gets difficult patients after normal working hours	1	2	3	4	5	V155	162
I do not feel safe and secure at the workplace after hours	1	2	3	4	5	V156	163
Section Five							
Following are statements describing coping mechanisms one uses under stressful conditions.							
Please indicate how often you utilize the following coping mechanisms:							
	Never	Rearely	Sometime	Often	Always		
	1	2	3	4	5		
Talk with others and ask for their opinions, advice	1	2	3	4	5	V157	164
Blame and criticize yourself	1	2	3	4	5	V158	165
Ask others to change or modify their behaviours to make things better for myself	1	2	3	4	5	V159	166
Dwell on what I should have done in a particular situation	1	2	3	4	5	V160	167
Change the situation by modifying my own behaviour to minimize dissatisfaction or frustration	1	2	3	4	5	V161	168
Draw on my past experience and figure out the best way to solve the problem	1	2	3	4	5	V162	169
Develop an action plan to cope more effectively with the situation in the future	1	2	3	4	5	V163	170
Think about a situation constantly during the day and night	1	2	3	4	5	V164	171
Please continue on the next page							

Appendix 4

Section two of the survey

Organizational commitment of respondents

Affective commitment

The results obtained for this sub-survey measure (see APPENDIX 3) revealed the following:

The statements put forth, to which radiographers had to respond determined:

Whether radiographers would like to spend the rest of their career with their organization

With reference to Table A1, 42% felt that they would, of whom 13% felt they would very much like to, and of the 37% who would not like to, 9% would definitely not like to.

Table A1 V18

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	12.82	29.06	21.37	27.35	9.40	0.73
	42% (n=49)			37% (n=44)		

Felt as if the organization's problems were their own

With reference to Table A2, 53% felt it was, of whom 9% felt it was definitely the case.

Among the 39% who did not feel this to be the case, 10% felt that it was definitely not the case.

Table A2 V19

Respondents (n=115)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	8.70	44.35	7.83	29.57	9.57	0.58
	53% (n=61)			39% (n=45)		

Felt as if they were part of the family of the organization

With reference to Table A3, 61% felt they were part, of whom 12% were very much part, and 29% felt they were not, of whom 9% felt they were definitely not part of the family of their organization.

Table A3 V20

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	11.97	48.72	10.26	20.51	8.56	0.84
	61% (n=71)			29% (n=34)		

Felt as if they were emotionally attached to the organization

With reference to Table A4, 52% felt they were, of whom 6% felt very attached, and 42% felt they were not, of which 11% felt no attachment.

Table A4 V21

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.93	45.76	5.93	31.36	11.02	0.80
	52% (n=61)			42% (n=50)		

Felt as if the organization had a personal meaning to them

With reference to Table A5, 59% felt that the organization had, of which 9% felt it had a very strong and 32% felt it had very little personal meaning, of which 10% felt it had no personal meaning at all.

Table A5 V22

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	8.55	50.43	9.40	21.37	10.25	0.84
	59% (n=69)			32% (n=37)		
	n=37			20 (37%)	17	
				Public	Private	

Felt a strong sense of belonging to the organization

With reference to Table A6, 60% felt a strong sense, of which 11% felt a very strong, and 30% did not feel a strong sense of which 8% felt no sense of belonging whatsoever.

Table A6 V23

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	11.11	48.72	10.26	22.22	7.69	0.74
	60% (n=70)			30% (n=35)		

Continuance commitment

This sub-survey measure consisted of five variables to determine the continuance commitment of radiographers.

The statements put forth to which radiographers had to respond determined:

Radiographers presently stayed with organization, because it was a necessity as much as a desire

According to Table A7, 66% are staying, of which 16% felt it was absolutely necessary as much as a desire and 27% are staying because of a slight necessity and/or desire, of which 5% felt it was definitely not due to a necessity and/or a desire.

Table A7 V24

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	16.24	49.57	7.69	21.37	5.13	0.60
	66% (n=77)			27% (n=35)		

It would be very hard for radiographers to leave right now, even if they wanted to

According to Table A8, 57% stay because it is hard, of which 19% felt it would be very hard, and of the 37% who felt it would not be hard, 12% felt it was very easy to leave if they had to.

Table A8 V25

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	18.64	38.14	5.93	25.42	11.86	0.78
	57% (n=67)			37% (n=44)		

Too much of their lives would be disrupted if they decided to leave the organization right now

According to Table A9, the lives of 56% would be disrupted, of whom 11% felt everything would be totally disrupted and of the 41% who felt their lives would be minimally disrupted, 9% felt there would be no disruption at all.

Table A9 V26

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	11.11	44.44	3.42	31.62	9.40	0.64
	56% (n=66)			41% (n=48)		

If they had not put so much of themselves into the organization, they may consider working elsewhere

With reference to Table A10, of the 57% who felt even if they had not put much of themselves, they may not consider working elsewhere, of which 11% felt they would definitely not consider working elsewhere and of the 36% who felt even if they had not put much of themselves into the organization they would consider working elsewhere, whilst 9% would definitely consider working elsewhere.

Table A10 V27

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	9.48	26.72	6.90	45.69	11.21	0.60
	36% (n=42)			57% (n=66)		

One of the few negative consequences of leaving the organization would be the scarcity of available alternatives

Referring to Table A11, of the 53% who felt it was not, 17% felt it was definitely not and of the 42% who felt it was, 12% felt a scarcity of available alternatives was definitely one of the negative consequences of leaving the organization.

Table A11 V28

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	11.86	30.51	5.08	35.59	16.95	0.62
	42% (n=49)			53% (n=61)		

Normative commitment

This sub-survey measure consisted of six variables to determine the normative commitment of radiographers.

They felt an obligation to remain with the organization

With reference to Table A12, of the 47% who felt little obligation, 10% felt no obligation and 43% felt obligated, of which 4% felt very much obligated to remain.

Table A12 V29

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.24	38.98	9.32	37.29	10.17	0.65
	43% (n=51)			47% (n=55)		

If it were to their advantage, they did not feel it would be right to leave their organization

According Table A13, of the 58% felt they would, of which 17% felt they would leave immediately (29 public and 32 private radiographers) and 39% felt they would not, of which 9% felt they would never leave even if it were to their advantage.

Table A13 V30

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	9.32	30.51	1.69	40.68	17.80	0.64
	39% (n=46)			58% (n=68)		

They would feel guilty leaving the organization now

With reference to Table A14, of the 59% felt they would not, of which 17% felt they would definitely not (29 public and 32 private radiographers) and 37% felt they would, of which 5% felt they would feel very guilty leaving the organization immediately.

Table A14 V31

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.04	31.93	4.20	42.04	16.81	0.75
	37% (n=44)			59% (n=70)		

This organization deserved their loyalty

With reference to Table A15, of the 60% felt it did, of which 16% felt it did very much, and 34% felt it did not, of which 8% felt it did not deserve their loyalty at all (29 public and 32 private radiographers).

Table A15 V32

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	16.10	44.07	5.93	26.27	7.63	0.77
	60% (n=71)			34% (n=40)		

They would not leave their organization immediately because they had a sense of obligation to the people in it

According to Table A16, 54% felt they were obligated, of whom 12% were definitely obligated, and 39% did not feel obligated, of which 7% felt they were not obligated and would definitely leave (29 public and 32 private radiographers).

Table A16 V33

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	11.76	42.04	6.72	32.77	6.72	0.70
	54% (n=64)			39% (n=46)		

They owed a great deal to their organization

According to Table A17, of the 48% who felt they did not, 11% felt they owed nothing (29 public and 32 private radiographers) and 45% who felt they owed, of which 9% felt they owed everything to their organization.

Table A17 V34

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	9.32	35.59	6.78	37.29	11.02	0.70
	45% (n=43)			48% (n=57)		

Section three of the survey

Emotional and mental symptoms of occupational stress

This survey measure, consisting of a 25-item scale, revealed the following results:

Radiographers were asked if:

Their work was not varied enough to prevent boredom

With reference to Table A18, 51% “sometimes”, 30% “never”, 13% “often” and 5% “always” felt that the work was not varied enough to prevent boredom.

Table A18 V35

Respondents (n=118)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	30.04	51.30	13.04	5.22	0.46
	69% (n=81)				

Lost interest in their work

According to Table A19, 45% “sometimes”, 41% “never”, and 10% felt that they “often” and 3% “always” lost interest in their work.

Table A 19 V36

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	41.18	44.54	10.32	3.36	0.62
	58% (n=69)				

Accepted things as they are

According to Table A20, 42% “sometimes”, 34% “often”, 13% “never”, and 8% “always” accepted things as they are.

Table A20 V37

Respondents (n=117)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	13.45	42.02	34.45	8.40	0.18
	85% (n=99)				

Could do anything about a situation

According to Table A21, 54% “sometimes”, 30% “often”, 8% “never” and 7% “always”, felt they could not do anything about a situation.

Table A21 V38

Respondents (n=118)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	8.40	53.78	30.25	6.72	0.39
	90% (n=106)				

Did not wish to participate in anything

With reference to Table A22, 42% “sometimes”, 40% “never”, 9% “often” and 8% “always” felt they did not wish to participate.

Table A22 V39

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	40.34	42.02	9.24	8.40	0.36
	60% (n=71)				

Lost interest in the activities around them

According to Table A23, 56% “never”, 33% “sometimes” and 9% “often” and 2% “always” felt that they lost interest in the activities around them.

Table A23 V 40

Respondents (n=117)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	56.41	33.33	8.55	1.71	0.63
	43% (n=50)				

Felt uneasy going to work

Referring to Table A24, 53% “never”, 38% “sometimes”, 5% “always”, and 4% “often” felt uneasy about going to work.

Table A24 V41

Respondents (n=118)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	53.39	38.14	3.39	5.08	0.64
	46% (n=71)				

Felt they had no support

With reference to Table A25, 46% “sometimes”, 39% felt they had, 10% “often” and 5% “always” felt they never had support.

Table A25 V42

Respondents (n=118)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	38.98	45.76	10.17	5.08	0.68
	61% (n=72)				

Experienced conflict

Results revealed that (see Table A26), 64% "sometimes", 16% "never", 14% "often" and 5% "always" experienced conflict.

Table A26 V43

Respondents (n=118)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	16.10	64.41	14.41	5.08	0.53
	83% (n=98)				

Views clashed with those of another person

With reference to Table A27, 78% radiographers "sometimes", 14% "often", 6% "never" and 2% "always" clashed with another person.

Table A27 V 44

Respondents (n=118)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	5.93	77.97	14.41	1.69	0.47
	94% (n=111)				

Felt they had turned up against a wall and simply were not making progress

According to Table A28, 52% "sometimes", 21% "never", 20% "often" and 6% were "always" up against a wall and made no progress.

Table A28 V45

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	21.85	52.10	20.17	5.88	0.61
	78% (n=93)				

Work situation compared unfavorably with those of others

Table A29 revealed that 47% of radiographers "sometimes", 32% "never", 17% "often" and 3% "always" reported that their work compared unfavorably to those of others.

Table A29 V46

Respondents (n=116)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	31.90	47.41	17.24	3.45	0.61
	68% (n=79)				

Felt irritated

Table A30 revealed that 64% of radiographers "sometimes", 20% "often", 10% "never" and 6% "always" felt irritated.

Table A30 V47

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	10.08	63.87	20.17	5.88	0.58
	90% (n=107)				

Felt aggressive (wanted to hurt someone/break something)

According to Table A31, 55% "never", 34% "sometimes", 9% "often" and 0.84% "always" felt aggressive.

Table A31 V48

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	55.46	34.45	9.24	0.84	0.42
	44% (n=52)				

Felt inferior (no self-confidence; unimportant)

The work role defines a crucial link between self-regulatory needs of a person (such as self-esteem, self-efficacy), and the social opportunity structure. With reference to Table A32, 58% reported that they "never", 32% "sometimes", 8% "often" and 2% "always" felt inferior.

Table A 32 V 49

Respondents (n=118)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	58.47	32.20	7.63	1.69	0.63
	41% (n=48)				

Someone or situation was/is annoying radiographers

Referring to Table A33, radiographers (63%) reported "sometimes", 23% "often", 7% "never" and 5% "always" that a situation/or someone was annoying them.

Table A33 V50

Respondents (n=117)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	6.84	63.25	23.3	5.13	0.53
	98% (n=115)				

Radiographers felt guilty

With reference to Table A34, 60% "never", and 39% "sometimes" and 0.86% "often" felt guilty.

Table A34 V51

Respondents (n=116)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	60.34	38.79	0.86	0.00	0.37
	40% (n=46)				

Radiographers were getting sad

It was revealed (see Table A 35) that 55% "sometimes", 32% "never", 12% "often" and 0.87% "always", felt that they were getting sad.

Table A35 V52

Respondents (n=115)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	32.17	54.78	12.17	0.87	0.61
	68% (n=78)				

Radiographers were afraid without any specific reason (person or situation)

According to Table A36, 68% of the radiographers reported that they were "never", 26% "sometimes" and 5% "often" and 0.86% "always" afraid without any reason.

Table A 36 V53

Respondents (n=116)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	68.10	25.86	5.17	0.86	0.59
	32% (n=37)				

Afraid of loosing their job?

With reference to Table A37, 74% were “never” afraid, 24% “sometimes”, and 2% from public organizations felt they were definitely going to loose their job.

Table A37 V54

Respondents (n=117)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	74.36	23.93	1.71	0.00	0.18
	26% (n=30)				

Radiographers were not exactly sure how to act?

According to Table A38, 54% “sometimes”, 41% “never” and 4% were “often” and 0.86 “always” not sure how to act.

Table A38 V55

Respondents (n=116)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	40.52	54.31	4.31	0.86	0.54
	60% (n=70)				

Were having trouble concentrating because of worry about something

Table A39 revealed that 56% of radiographers “sometimes” to “often” had problems concentrating, whilst 44% did not.

Table A39 V56

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	43.59	49.57	6.84	0.00	0.53
	56% (n=67)				

Radiographers needing assistance on a continuous basis

Table A40 revealed that 72% “never” but 28% felt that they “sometimes” to “often” required assistance on a continuous basis.

Table A40 V57

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	71.55	27.59	0.86	0.00	0.29
	28% (n=33)				

It seems that they would never ever get out of this mess?

Table A41 revealed that 58% “never”, 34% “sometimes”, 6% "often" and 2% "always" felt they would never get out of the mess.

Table A41 V58

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	57.76	34.48	6.03	1.72	0.75
	42% (n=50)				

Had too many responsibilities and too many problems?

With reference to Table A42, 46% “sometimes”, 46% “never” and 6% "often" and 3% "always" felt they had too many problems and responsibilities.

Table A42 V59

Respondents (n=119)	Never (%)	Sometimes (%)	Often (%)	Always (%)	Item correlation
	45.69	45.69	6.03	2.59	0.52
	54% (n=64)				

Section four of the survey

This main survey measure determining the sources of OS amongst radiographers revealed the following results:

The overall function of the organization

This sub-survey measure consisted of three sub-survey measures, namely the organizational culture and climate, the role of management within the organizational context and the physical work environment within which staff are expected to function.

Organizational climate and culture

This sub-survey measure of nine items, determined if:

The organization's mission and policy is stated clearly

According to Table A43, 52% felt the organization's mission and policy was clearly stated, of which 11% felt it was very clear. Of the 41% who felt the statement was unclear, 9% felt it was very unclear.

Table A43 V60

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	11.21	40.52	7.76	31.90	8.62	0.43
	52% (n=60)			41% (n=48)		

The organization has an effective employee assistance program (EAP)

According to Table A44, 25% agreed that the organization had an effective EAP, of whom 21% felt it had a very effective EAP. Of the 64% who disagreed on the effectiveness of the program, 21% strongly disagreed.

Table A44 V61

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.24	21.19	10.17	43.22	21.19	0.49
	25% (n=30)			64% (n=76)		

Promotion opportunities are fair

Referring to Table A45, 20% “agreed”, of which only 3% “strongly agreed” and of the 70% who felt it was unfair, 36% felt it was very unfair.

Table A45 V62

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	2.54	17.80	8.57	33.90	36.44	0.69
	20% (n=24)			70% (n=83)		

Salary was market-related (compatible with the number of years and qualification)

According to Table A46, 26% “agreed”, of whom only 8% felt that it was very market-related and of the 64% who felt it was not market-related, 34% felt it not market-related at all.

Table A46 V63

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	7.63	18.64	9.32	29.66	33.90	0.60
	26% (n=31)			64% (n=76)		

The uniform allowance was satisfactory

With reference to Table A47, only 21% agreed that they were satisfied, of which 7% were extremely satisfied and of the 76% dissatisfied, 49% were extremely dissatisfied.

Table A47 V64

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	6.78	14.41	1.69	27.12	49.15	0.54
	21% (n=25)			76% (n=90)		

Rules regarding uniforms are satisfactory

According to Table A48, only 60% “agreed” that they were satisfied, of which 8% were totally satisfied and 38% were dissatisfied, of which 19% were totally dissatisfied.

Table A48 V65

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	8.40	51.26	1.68	19.33	18.49	0.42
	60% (n=71)			38% (n=35)		

Regulations regarding working hours are fair

With reference to Table A49, 76% reported it as fair, of which 13% reported it as very fair, and 20% as unfair, of which 4% felt it very unfair.

Table A49 V66

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	12.71	63.56	2.54	16.10	4.24	0.51
	76% (n=90)			20% (n=24)		

Rules regarding termination of employment were fair

According to Table A50, 67% felt it was fair, of which 6% felt it was very fair and of the 15% who reported them as unfair, 5% felt that rules governing termination of employment were very unfair.

Table A50 V67

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.98	60.68	17.95	9.40	5.13	0.59
	67% (n=78)			15% (n=18)		

Rules regarding transfers are fair

The results to this item (see Table A51) revealed that 50% reported the rules as fair, of which only 4% felt they were very fair and 28% reported them unfair, of whom 9% felt they were very unfair.

Table A51 V68

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.27	45.30	21.37	18.80	9.40	0.61
	50% (n=59)			28% (n=33)		

Communication channels regarding grievances are adequate

The results (see Table A 52) revealed that 34% rated it adequate, of which 4% rated it excellent and of the 59% who rated them inadequate, 17% felt it was poor.

Table A52 V69

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.31	29.31	7.76	41.38	17.24	0.60
	34% (n=39)			59% (n=68)		

Management style within an organizational context

This sub-survey measure consisted of 11 items.

Decisions made at top managerial level are adequate and are communicated to staff accurately

With reference to Table A53, 68% reported it as inadequate and inaccurate, of which 25% reported it very inadequate and inaccurate and of the 27% reporting it as accurate and adequate, only 3% reported it as very accurate and adequate.

Table A53 V70

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	2.56	23.93	5.13	43.59	24.79	0.72
	27% (n=31)			68% (n=79)		

When decisions are made, the affected radiographers were asked for their ideas/input

With reference to Table A54, 64% reported that they were not asked, of which 27% reported that they were definitely not asked and of the 26% reporting that they were asked, only one respondent "strongly agreed".

Table A54 V71

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	0.85	25.64	9.40	37.61	26.50	0.69
	26% (n=30)			64% (n=75)		

Management met with radiography staff regularly to discuss their future work goals

With reference to Table A55, 68% reported that management did not meet, of whom 25% reported they never met, and of the 27% who reported that management did meet, only one respondent reported that management met on a very regular basis.

Table A55 V72

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	0.85	23.93	6.84	41.88	26.50	0.54
	25% (n=29)			68% (n=80)		

Radiographers are adequately consulted about changes made

According to Table A56, 64% reported inadequate consultation, of which 22% felt it totally inadequate and of the 35% who reported it as adequate, only 4% reported thorough consultation.

Table A56 V73

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.24	30.51	0.85	42.37	22.03	0.71
	35% (n=41)			64% (n=76)		

Every radiographer had a job description

According to Table A57, 72% had and 24% did not have a job description.

Table A57 V74

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	11.02	61.02	4.24	19.49	4.24	0.40
	72% (n=85)			24% (n=28)		

Management of the department had a real interest in the welfare of the staff

According to Table A58, 62% reported not having, of which 18% felt management had no interest and of the 30% who reported management having real interest, 4% reported this as genuine.

Table A58 V75

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.24	25.42	8.47	44.07	17.80	0.63
	30% (n=35)			62% (n=73)		

Management tried to improve working conditions

This measure revealed that (see Table A59) 50% of radiographers felt management did not try, of whom 14% felt it was not hard enough, and 43% who felt management tried, of whom 4% felt management was doing their utmost to improve working conditions.

Table A59 V76

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.24	38.98	6.78	35.59	14.41	0.71
	43% (n=50)			50% (n=59)		

Management was quick to respond to technological changes

This measure revealed (see Table A 60) that 53% felt management was slow, of whom 21% felt very slow and of the 41% who felt that management was quick, 7% felt management was very prompt in responding to technological changes.

Table A60 V77

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	6.84	34.19	5.98	32.48	20.51	0.66
	41% (n=48)			53% (n=62)		

Staff is generally quick to adopt improved work methods

With reference to Table A61, 66% felt staff were quick, of which 3% felt staff were very quick and of the 28% who felt they were slow, 3% felt they were very slow.

Table A61 V78

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	3.42	62.39	5.98	25.64	2.56	0.40
	66% (n=77)			28% (n=33)		

Productivity was maintained by good organization skills and good planning

According to Table A62, 56% felt productivity was maintained, of which 9% felt it was very well maintained and of the 40% who felt it was not, 4% felt there was no maintenance.

Table A62 V79

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	8.62	47.41	4.31	35.34	4.31	0.51
	56% (n=65)			40% (n=46)		

Work activities (allocation to various examination rooms/sections such as orthopaedics, paediatric) are sensibly organized

According to Table A63, 69% felt it sensible, of which 10% felt very sensible and of the 26% who rated it as not sensible, 10% felt there was no sense of organization of work activities.

Table A63 V80

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	10.26	58.97	5.13	15.38	10.26	0.44
	69% (n=81)			26% (n=30)		

General physical working environment

This survey measure consisted of nine statements to which radiographers had to respond.

Examination rooms/sections (such as orthopaedics, paediatric and fluoroscopy) are sensibly organized

According to Table A64, 64% felt it was sensibly organized, of which 9% felt it very sensibly organized, and among the 33% who reported it not sensible, 7% felt it was totally insensible.

Table A64 V81

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	8.62	55.17	2.59	25.86	6.90	0.75
	64% (n=74)			33% (n=38)		

Physical working conditions for staff were satisfactory (temperature, lighting and ventilation)

With reference to Table A65, 65% rated it satisfactory, of whom 8% reported it as excellent and of the 34% who reported it as unsatisfactory, 8% felt it was totally unsatisfactory.

Table A65 V82

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	7.63	57.63	0.85	26.27	7.63	0.76
	65% (n=77)			34% (n=40)		

Physical conditions for patients who are waiting and change rooms are satisfactory (temperature, lighting and ventilation)

According to Table A66, 59% rated physical conditions for patients as satisfactory, of whom 6% rated them as excellent and of the 38% who reported them unsatisfactory, 11% felt they were completely unsatisfactory.

Table A66 V83

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.93	53.39	2.54	27.12	11.02	0.81
	59% (n=70)			38% (n=45)		

Facilities (such as toilets, kitchen, rest room) met their needs

With reference to Table A67, 53% reported that facilities met radiographers' needs, of whom 6% reported as meeting all of their needs and of the 45% who reported it did not, 8% felt it never met their needs.

Table A67 V84

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.93	46.61	2.54	36.44	8.47	0.59
	53% (n=63)			45% (n=53)		
			n=53	31 (57%)	24 (37%)	
				Public	Private	

Facilities (toilets, waiting room, change rooms) in their department met patients' needs

According to Table A68, 60% felt facilities in the department met their needs, of whom 4% felt all their needs were met and of the 40% who reported it did not, 8% felt it never met all their needs.

Table A68 V85

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.20	55.46		31.93	8.40	0.77
	60% (n=71)			40% (n=48)		

Availability of accessories (such as gowns, linen and, drip stands)

According to Table A69, 58% reported accessories available, of whom 5% reported them as always available and of the 41% who reported non-availability, 12% felt they had never been available.

Table A69 V86

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.04	52.94	0.84	29.41	11.76	0.69
	58% (n=69)			41% (n=49)		

Examination rooms were adequately designed to accommodate beds and stretchers

According to Table A70, 61% reported it was adequately designed, of which 5% reported as very adequate and among the 36% who reported it as inadequate, 11% felt it was totally inadequate.

Table A70 V87

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.04	55.46	3.36	25.21	10.92	0.60
	61% (n=73)			36% (n=43)		

The equipment and resources they had to do their work with were adequate

According to Table A71, 53% reported that these were adequate, of which 4% reported it as very adequate and of the 45% who reported it as inadequate, 13% felt it was totally inadequate.

Table A71 V88

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.20	48.74	1.68	31.93	13.45	0.65
	53% (n=63)			45% (n=54)		

Equipment and resources radiographers had to do work with was well maintained (having QC programme in place)

With reference to Table A72, 59% reported that it was well maintained, of whom 6% reported it as very well maintained and of the 38% who reported it as poorly maintained, 14% felt it was not maintained at all.

Table A72 V89

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.93	53.39	2.54	24.58	13.56	0.64
	59% (n=70)			38% (n=45)		

Management trust, support and leadership ability

These two sub-survey measures consisted of 18 items investigating individuals' perceptions of the head of the department and supervisor respectively.

HOD trust, support and leadership ability

The following eight statements measure the support and trust radiographers have in the HOD.

Can be counted on to be trustworthy

With reference to the results obtained (see Table A73), 69% reported the HOD as trustworthy, of which 23% reported him/her as very trustworthy and of the 20% who reported not trustworthy, only 3% reported him/her as not trustworthy at all.

Table A73 V90

Respondents (n=115)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	23.48	45.22	11.30	16.52	3.48	0.87
	69% (n=79)			20% (n=23)		

Did a good job of leading the department

According to Table A74, 66% rated the HOD as doing a good job, of whom 20% felt it was excellent, and of the 3% who rated him/her not doing a good job, 27% rated it as bad.

Table A74 V91

Respondents (n=115)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	20.00	46.09	6.96	23.48	3.48	0.83
	66% (n=76)			27% (n=31)		

Considered their input very seriously

With reference Table A75, 62% felt it was considered, of which 12% reported it always so and of the 27% who reported not so, only two radiographers felt their input was never considered.

Table A75 V92

Respondents (n=114)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	12.28	50.00	10.53	25.44	1.75	0.85
	62% (n=71)			27% (n=31)		

Communicates openly with them

With reference Table A76, 68% felt the HOD communicates openly, of whom 17% felt it was always so, and of the 27% who reported not so, only three radiographers felt there was no open communication.

Table A76 V93

Respondents (n=114)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	16.67	51.75	4.39	24.56	2.63	0.88
	68% (n=78)			27% (n=31)		

Treats them fairly

With reference to Table A87, 73% felt they were treated fairly, of whom 18% felt it was very fair, and of the 16% who reported unfair treatment, only 3% felt it was very unfair.

Table A77 V94

Respondents (n=115)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	18.26	54.78	10.43	13.04	3.48	0.82
	73% (n=84)			16% (n=14)		

Performs his/her job competently

According to Table A78, 68% felt the HOD did, of which 22% felt the HOD always did, and of the 21% who did not agree, only one felt that the HOD was incompetent.

Table A78 V95

Respondents (n=114)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	21.05	46.49	10.53	21.05	0.88	0.86
	68% (n=78)			22% (n=25)		

Really looked out for things that were important to them

Table A79 revealed that 57% felt that the HOD did, of whom 30% felt the HOD always did, and of the 30% who reported otherwise, 3% felt the HOD never looked out for things that were important to them.

Table A79 V96

Respondents (n=115)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	14.78	42.61	13.04	26.96	2.61	0.85
	57% (n=66)			30% (n=35)		

Whenever they had difficulties at work they could talk freely with the HOD

According to Table A80, 63% could, of which 15% always could and of the 29% who could not, 7% felt they never could talk freely to the HOD.

Table A80 V97

Respondents (n=115)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	14.78	48.70	7.83	21.74	6.96	0.83
	63% n=72)			29% (n=33)		

Treats them with dignity and respect

According to Table A81, 71% felt they were, of which 18% felt they were always, and of the 20% who felt they were not, only two radiographers felt they were definitely not treated with dignity and respect.

Table A81 V98

Respondents (n=115)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	18.26	53.04	8.70	18.26	1.74	0.84
	71% (n=82)			20% (n=23)		

Supervisor

This sub-survey measured radiographer's perception of the supervisor and consisted of nine statements to which they had to respond.

Can be counted on to be trustworthy

The results revealed (see Table A82) that 63% reported the supervisor as trustworthy, of which 22% reported him/her as very trustworthy and of the 26% who reported not trustworthy, only 1% reported as not trustworthy at all.

Table A82 V99

Respondents (n=68)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	22.06	41.18	10.29	25.00	1.47	0.84
	63% (n=43)			26% (n=18)		

Did a good job of leading the department

With reference to Table A83, 69% rated him/her as doing a good job, of whom 27% felt it was excellent, and of the 25% who rated not doing a good job, 6% rated it bad.

Table A83 V100

Respondents (n=71)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	26.76	42.25	5.63	19.72	5.63	0.87
	69% n=49			25% (n=18)		

Considered their input very seriously

Table A84 revealed that 59% felt their inputs were, of which 20% reported always and of the 28% who reported their inputs were not considered seriously, 4% felt their inputs were never considered.

Table A84 V101

Respondents (n=71)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	19.72	39.44	12.68	23.94	4.23	0.90
	59% (n=42)			28% (n=20)		

Communicates openly with them

With reference to Table A85, 68% felt that the supervisor communicates openly and 24% felt it was very open. Of the 25% who reported it not so, only 3% felt there was no open communication.

Table A85 V102

Respondents (n=71)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	23.94	43.66	7.04	22.54	2.82	0.91
	68% (n=48)			25% (n=18)		

Treated them fairly

According to Table A86, 66% felt treated fairly, of whom 23% reported excellent treatment, and of the 25% who reported unfair treatment, only 3% felt it was very unfair.

Table A86 V103

Respondents (n=71)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	25.35	40.85	11.27	19.72	2.82	0.89
	66% (n=47)			23% (n=16)		

Performed his/her job competently

Table A87 showed that 64% felt the supervisor performed his/her job competently and 23% felt it was very competent. Among the 27% who rated the performance as incompetent, only one felt there was total lack of competence.

Table A87 V104

Respondents (n=70)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	22.86	41.43	8.57	25.71	1.43	0.9
	64% (n=45)			27% (n=18)		

Really looked out for things that were important to them

According to Table A88, 55% felt the supervisor did look out for things that were important to them, of which 21% felt the supervisor always looked out, and of the 26% who felt this not to be the case, 3% felt the supervisor never looked out for things that were important to them.

Table A88 V105

Respondents (n=71)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	21.13	33.80	16.90	25.35	2.82	0.93
	55% (n=39)			28% (n=20)		

Whenever they had difficulties at work, they could talk freely with the supervisor of the department

The results showed (see Table A89) that 69% felt they could talk freely, of whom 23% felt they could always do so and of the 24% who felt they could not, 4% felt they could never talk to their supervisor.

Table A89 V106

Respondents (n=71)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	22.54	46.48	7.04	19.72	4.23	0.87
	69% (n=49)			24% (n=17)		

Treats me with dignity and respect

Table A90 revealed that 66% felt they were treated with dignity and respect, of whom 24% felt this very much, and of the 23% who did not feel this to be the case, 3% felt they were definitely not treated with dignity and respect.

Table A90 V107

Respondents (n=70)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	24.29	41.43	11.43	20.00	2.86	0.89
	66% (n=46)			23% (n=16)		

Career development

This sub-survey measure consisted of eight statements to which radiographers had to respond.

Their performance was fairly appraised

The results showed (see Table A91) that 50% felt it was fair, of whom 7% felt it was very fair, and of the 37% who felt it was unfair, 2% felt it was very unfair.

Table A91 V108

Respondents (n=109)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	7.34	43.12	11.93	34.86	1.83	0.73
	50% (n=55)			37% (n=40)		

Promotion procedures were applied fairly to them

With reference to Table A92, 41% felt it was fair, of whom 4% felt it very fair, and of the 43% who felt it unfair, 10% felt that it was very unfair.

Table A92 V109

Respondents (n=111)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	3.60	36.94	16.22	33.33	9.91	0.61
	41% (n=46)			43% (n=48)		

Their good achievements were recognized

According to Table A93, 42% felt it was, of whom 5% felt their good achievements were very thoroughly recognized, and of the 41% who felt their good achievements were not recognized, 5% felt it was never recognized.

Table A93 V110

Respondents (n=110)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.55	37.27	17.27	36.36	4.55	0.73
	42% (n=46)			41% (n=45)		

**All staff is exposed to the necessary courses relevant to the profession
(such as new equipment, CPD activities)**

With reference to Table A94, 72% felt they had access to staff courses relevant to the profession, of which 5% were definite, and of the 25% who felt they were not, 5% felt this was definitely not the case.

Table A94 V111

Respondents (n=110)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.45	67.27	1.82	20.00	5.45	0.52
	72% (n=79)			25% (n=28)		

Their abilities and skills are developed and extended

Table A95 revealed that 51% felt their abilities and skills were extended of which 5% were definite, and of the 41% who felt their abilities and skills were not extended, 4% felt that this was definitely not the case.

Table A95 V112

Respondents (n=109)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	4.59	46.79	7.34	37.61	3.67	0.68
	51% (n=56)			41% (n=45)		

**For the qualification they had, their abilities and skills were effectively
utilized**

With reference to Table A96, 74% felt it was effectively utilized, of which 5% felt very efficient utilization, and of the 23% who felt it was not utilized, 4% felt it was very ineffective.

Table A96 V113

Respondents (n=110)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.45	68.18	4.55	18.18	3.64	0.62
	74% (n=81)			23% (n=25)		

Their relationship with the supervisor was good

Referring to Table A97, 83% felt it was good, of which 15% felt it was excellent, and of the 11% who felt it was not good, one radiographer felt it was very bad.

Table A97 V114

Respondents (n=109)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	14.68	67.89	6.42	10.09	0.92	0.49
	83% (n=90)			11% (n=12)		

Their relationship with the HOD of the department was good

With reference to Table A98, 80% felt it was good, of which 10% felt it was excellent, and of the 13% who felt it was not good, two radiographers felt it was very bad.

Table A98 V115

Respondents (n=107)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	10.28	70.09	6.54	11.21	1.87	0.51
	80% (n=86)			13% (n=14)		

Role ambiguity

The following sub-survey measure consisted of four statements to which radiographers had to respond.

They had clearly planned goals and objectives for their job

To this measure (see Table A99) 63% had, of whom 10% had very clear and of the 28% that had unclear, 3% had no planned goals and objectives.

Table A99 V116

Respondents (n=110)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	10.00	52.73	9.09	25.45	2.73	0.81
	63% (n=69)			28% (n=31)		

They knew what their responsibilities were

To this measure (see Table A100) 96% knew, of which 21% knew exactly what their responsibilities were, and only 4% did not know what their responsibilities were.

Table A100 V117

Respondents (n=111)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	20.72	74.77	0.90	2.70	0.90	0.77
	96% (n=107)			4% (n=4)		

They knew how to utilize their time effectively

According to Table A101, 93% knew how, of which 17% knew very well, and only 5% felt they did not know, of which one radiographer did not know at all how to utilize time effectively.

Table A101 V118

Respondents (n=110)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	17.27	75.45	2.73	3.64	0.91	0.72
	93% (n=102)			5% (n=6)		

They felt certain about the authority they had on their job

To this measure (see Table A102) 93% felt certain, of which 12% were very certain, and 13% felt uncertain of the authority they had.

Table A102 V119

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	11.97	64.96	10.26	11.11	1.71	0.74
	93% (n=108)			13% (n=15)		

Role conflict

This sub-survey measure determined radiographers' role conflict and consisted of five statements to which radiographers had to respond.

They conducted radiographic examinations differently under different circumstances

Referring to Table A103, 86% felt they had to, of whom 18% always felt this to be the case, and 13% felt they did not have to and one radiographer always did not have to.

Table A103 V120

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	17.80	68.64	0.85	11.86	0.85	0.52
	86% (n=101)			13% (n=15)		

They were expected to perform radiographic examinations on a number of patients without adequate staff support

Referring to Table 104, 65% felt they were expected, of whom 10% always, and 31% were not expected to, of which 4% were never expected to perform without adequate staff support.

Table A104 V121

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	10.17	55.08	3.39	27.12	4.24	0.72
	65% (n=77)			31% (n=37)		

They worked with colleagues who worked quite differently

According to Table A105, 63% felt they worked differently, of which 8% felt they worked very differently, and 36% felt they did not work differently, 3% felt there was no difference.

Table A105 V122

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	8.47	54.24	.85	33.90	2.54	0.65
	63% (n=74)			36% (n=42)		

That work done is sometimes accepted by one person and not by another/others

There was an almost equal response to this survey measure with regards to all the categories (see Table A106).

Table A106 V123

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.17	42.24	4.31	43.10	5.17	0.55
	47% (n=55)			48% (n=56)		

They were expected to perform radiographic examinations without adequate equipment and accessories

According to Table A107, 60% felt they were not, of which 9% felt they never had to, and of the 40% that had to 14% always had to do without adequate equipment and accessories.

Table A107 V124

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	13.68	26.50		51.28	8.55	0.55
	40% (n=47)			60% (n=70)		

Social support

This sub-survey measure consisted of 11 statements to which radiographers had to respond.

They had ample opportunity to talk openly with other colleagues about problems in the department

To this measure (see Table A108) 80% felt they had, of which 15% felt they had every, and of the 17% that did not have some and 2% never had any opportunities.

Table A108 V125

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	15.25	64.41	3.39	15.25	1.69	0.56
	80% (n=94)			17% (n=20)		

They could share their experiences and feelings with colleagues in the department

To this measure (see Table A109) 89% felt they could share experiences, of which 15% felt they could always, and among the 9% that could not, only one radiographer could never.

Table A109 V126

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	15.13	73.95	2.52	7.56	0.84	0.61
	89% (n=106)			9% (n=11)		

They could express their negative feelings to colleagues

To this measure (see Table A110) 79% felt they could, of which 11% felt they could always, and the 14% that could not, only one radiographer could never.

Table A110 V127

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	10.92	68.07	6.72	12.61	1.68	0.61
	79% (n=94)			14% (n=17)		

Whenever assistance was required colleagues were there to assist

According to Table A111, 85% felt they were there, of which 19% felt they were always there, and among the 14% who felt they were not, 3% felt they were never there.

Table A111 V128

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	19.33	65.55	0.84	10.72	3.36	0.62
	85% (n=101)			14% (n=17)		

They attended social functions organized by their colleagues

According to Table A112, 86% attended, of which 10% always, and 9% did not attend social functions.

Table A112 V129

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	10.08	75.63	5.04	9.24		0.58
	86% (n=102)			9% (n=11)		

Whenever assistance was required in the ward, nursing sisters were always willing to assist

According to Table A113, 60% were not willing, of which 18% were never willing and the 37% who were willing, 5% were always willing to assist.

Table A113 V130

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	5.04	31.93	5.04	39.50	18.49	0.33
	37% (n=44)			60% (n=71)		

Their overall relationship with the nursing staff was good

To this measure (see Table A114) 75% felt it was good, of whom 8% felt it was excellent and among the 19% who felt it was bad, 4% felt it was very bad.

Table A114 V131

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	8.47	66.10		15.25	4.24	0.66
	75% (n=89)			19% (n=22)		

Their overall relationship with the radiologists was good

To this measure (see Table A115) 92% felt it was good, of whom 17% felt it was excellent and among the 7% who felt it was bad, one radiographer felt it was very bad.

Table A115 V132

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	16.81	75.63	0.84	5.88	0.84	0.56
	92% (n=109)			7% (n=8)		

Whenever referring clinicians required assistance they were always willing to assist

To this measure (see Table A116) 94% were willing, of whom 27% were always willing, and among the 5% who were not willing, 2% were never willing to assist.

Table A116 V133

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	26.89	67.23	0.84	3.36	1.68	0.71
	94% (n=112)			5% (n=6)		

They got along with family and friends

According to Table A117, 97% got along, of which 47% got along very well and 3% never got along with family and friends.

Table A117 V134

Respon dents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	47.06	50.42	0.00	0.00	2.52	0.66
	97% (n=115)			3% (n=4)		

Their families were always there to support them

To this measure (see Table A118) 94% felt they were supported, of whom 50% were always, and among the 4% who were not supported, only one radiographer never received any support.

Table A118 V135

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	50.42	43.70	2.52	2.52	0.84	0.49
	94% (n=112)			4% (n=5)		

Workload

This sub-survey measured radiographers' workload, and consisted of 12 statements, to which radiographers responded as follows:

Their work required them to work very hard physically and mentally

To this measure (see Table A119) 92% "agreed", of which 43% "strongly agreed" and among the 8% who "disagreed", 2% "strongly disagreed".

Table A119 V136

Respondents (n=115)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	42.61	49.57	0.00	6.09	1.74	0.37
	92% (n=106)			8% (n=9)		

There were insufficient radiographic examination rooms for the different types of examinations requested

To this measure (see Table A120) 59% "agreed", of which 19% "strongly agreed", while among the 39% who "disagreed", 7% "strongly disagreed".

Table A120 V137

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	19.33	39.50	1.68	32.77	6.72	0.63
	59% (n=70)			39% (n=46)		

Staff scheduling was inadequate

To this measure (see Table A121) 55% felt it was adequate, of whom 7% felt it very adequate, and 44% who felt it inadequate, 9% felt it was very inadequate.

Table A121 V138

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	9.24	34.45	0.84	48.74	6.72	0.68
	44% (n=52)			55% (n=65)		

Equipment breakdown is frequent

To this measure (see Table A122) 55% felt it was frequent, of whom 15% felt it was very frequent, and of the 45% who felt they sometimes had, 7% felt they very seldom had equipment breakdowns.

Table A122 V139

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	15.13	39.50	0.84	37.82	6.72	0.60
	55% (n=65)			45% (n=54)		

They often rushed to complete radiographic examinations

To this measure (see Table A123) 69% felt they were, of whom 13% were always, and the 29% who were not, 3% were never rushed to complete their examinations.

Table A123 V140

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	12.61	56.30	2.52	26.05	2.52	0.59
	69% (n=82)			29% (n=35)		

They did not have enough time to emotionally support their patients

To this measure (see Table A124) 58% felt they did not, of whom 13% were never, and the 40% who did, 2% always had enough time to emotionally support their patients.

Table A124 V141

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	12.71	45.76	1.69	38.14	1.69	0.65
	58% (n=68)			40% (n=47)		

They did not have enough time to give proper instructions to patients

To this measure (see Table A125) 62% felt they had the time, of whom 5% always had the time, while among the 36% who did not have the time, 8% never had time.

Table A125 V142

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	8.47	27.97	1.69	56.78	5.08	0.52
	36% (n=43)			62% (n=73)		

Not enough support staff to assist (lifting patients, remaining in the room whilst viewing radiographs)

To this measure (see Table A126) 58% felt they did not, of whom 13% felt there was never, and the 39% who had enough, 5% always had more than enough support staff to assist.

Table A126 V143

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	12.71	45.76	2.54	33.90	5.08	0.63
	58% (n=68)			39% (n=46)		

They mostly worked through tea and lunch breaks

To this measure (see Table A127) 59% felt they did, of which 15% always did, and 37% who did not, 2% never worked through tea and lunch breaks.

Table A127 V144

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	14.66	43.97	3.45	35.34	1.72	0.49
	59% (n=68)			37% (n=43)		

There was no control over the through-flow of patients (outpatients, casualty and wards)

To this measure (see Table A128) 53% felt they was little, of which 14% there was no control, and 45% who had control, 3% felt it was very well controlled.

Table A128 V145

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	14.41	38.98	1.69	41.53	3.39	0.65
	53% (n=63)			45% (n=53)		

There is often a duplication of radiographic examinations (duplicate examination requests and radiographs getting lost)

To this measure (see Table A129) 48% felt there was, of which 24% felt it was most of the time, and among the 49% who felt there was no duplication, 7% felt there was never duplication of radiographic examinations.

Table A129 V146

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	23.53	24.37	3.36	42.02	6.72	0.67
	48% (n=57)			49% (n=58)		
n=57	43(80%)	14				
	Public	Private				

Clinicians do not discuss radiographic examinations (special procedures and MVA skeletal surveys) with radiographers for their input

To this measure (see Table A130) 64% felt they were not, of which 23% felt they were never, and among the 29% who felt it was, 3% felt it was always adequately discussed.

Table A130 V147

Respondents (n=118)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	22.88	40.68	7.63	26.27	2.54	0.48
	64% (n=76)			29% (n=34)		

Shift work

This sub-survey measure determined radiographers' shift work as a source of stress and the result of the responses are analyzed as follows:

Shift work was fairly rotated

This measure (see Table A131) revealed that 86% felt it was fair, of whom 18% felt it was very fair, and of the 10% who felt it unfair, only 2% felt it was very unfair.

Table A131 V148

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	17.95	68.38	3.42	8.55	1.71	0.15
	86% (n=101)			10% (n=13)		

They could not attend most of the social functions

This measure (see Table A132) revealed that 64% felt they could, of whom 3% felt they could always, and of the 29% who felt they could not, 4% felt they could never attend.

Table A132 V149

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	3.36	25.21	7.56	60.50	3.36	0.61
	29% (n=35)			64% (n=76)		

They could not attend most of the recreational activities

This measure (see Table A133) revealed that 62% felt they could, of whom 3% felt they could always, and of the 32% who felt they could not, 3% felt they could never attend.

Table A133 V150

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	3.42	29.06	5.98	58.97	2.56	0.64
	32% (n=37)			62% (n=73)		

All their friends, relatives work during the weekdays (08:00 -16:00)

This measure (see Table A134) revealed that 85% "agreed", of which 27% strongly "agreed" and of the 12% who "disagreed", 2% "strongly disagreed".

Table A134 V151

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	26.89	57.98	3.36	10.08	1.68	0.35
	85% (n=101)			12% (n=14)		

They relied mostly on take-away food whilst doing shift work

This measure (see Table A135) revealed that 50% relied, of whom 10% strongly relied and of the 47% who did not rely, 12% never relied on take-away foods.

Table A135 V152

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	10.08	39.50	3.36	35.29	11.76	0.60
	50% (n=56)			47% (n=56)		

It was difficult for them to get transport

This measure (see Table A136) revealed that 87% did not, of which 25% never and of the 11% who did have, 3% always had problems getting transport.

Table A136 V153

Respondents (n=119)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	2.52	8.40	1.68	63.03	24.37	0.48
	11% (n=13)			87% (n=104)		

They missed their spouse or children when doing shift work

This measure (see Table A137) revealed that 80% did, of whom 29% did very much, and of the 19% who did not, 3% never did.

Table A137 V154

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	29.31	50.86	0.86	15.52	3.45	0.49
	80% (n=93)			19% (n=22)		

One gets difficult patients after normal working hours

This measure (see Table A138) revealed that 89% did get difficult, of whom 37% got very difficult patients, and of the 8% who did not, 2% never got difficult patients after hours.

Table A138 V155

Respondents (n=117)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	36.75	52.14	3.42	5.98	1.71	0.55
	89% (n=104)			8% (n=9)		

They did not feel safe and secure at the workplace after hours

This measure (see Table A139) revealed that 61% felt unsafe and insecure, of whom 18% felt very unsafe, and of the 34% who felt safe and secure, 7% felt very safe.

Table A139 V156

Respondents (n=116)	Strongly agree (%)	Agree (%)	Not sure (%)	Disagree (%)	Strongly disagree (%)	Item scale correlation
	18.10	43.10	4.30	27.59	6.90	0.54
	61% (n=71)			34% (n=39)		

Section five of the survey

Mechanism of coping applied by radiographers

This main survey measure determined coping mechanisms and the results obtained for the eight statements revealed the following:

Talked with others and asked for their opinions or advice

According to Table A140 54% "often" to "always", 36% "sometimes" and 8% "rarely" to "never" asked others for their opinions and/or advice.

Table A140 V157

Respondents (n=117)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	1.69	6.78	36.44	44.07	10.17	0.53
	8% (n=9)		90% (n=108)			

Blamed and criticized themselves

According to Table A141, 46% rarely” to “never”, 39% “sometimes” and 15% “often” to “always”, blamed or criticized themselves.

Table A141 V158

Respondents (n=119)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	19.33	26.89	38.66	11.76	3.36	0.44
	46% (n=64)		54% (n=64)			

Asked others to change or modify behaviour to make things better for themselves

Referring to Table A142, 71% of the respondents “rarely to “never”, 19% “sometimes”, and only 9% “often” to “always” asked others to change or modify their behaviour to make things better for themselves.

Table A142 V159

Respondents (n=119)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Very often (%)	Item scale correlation
	31.93	39.50	19.33	7.56	1.68	0.40
	71% (n=84)		26% (n=31)			

Dwelt on what should have been done in a particular situation

According to Table A143, 46% “sometimes”, 39% “rarely to “never”, and 14% “often” to “always” dwelt on what should have been done in a situation.

Table A143 V160

Respondents (n=119)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	10.92	28.57	46.22	10.92	3.36	0.55
	39% (n=46)		60% (n=71)			

Modified their own behaviour to change a situation to minimize dissatisfaction or frustration

Table A144 revealed that 45% “sometimes”, 40% “often” to “always” and 14% “rarely” to “never”, modified their own behaviour to change a situation to minimize dissatisfaction or frustration.

Table A144 V161

Respondents (n=119)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	5.04	9.24	45.38	29.41	10.92	0.61
	14% (n=17)		85% (n=101)			

Drew on their past experiences and figured out the best way to solve the problem

Referring to Table A145, 72% “often” to “always”, 21% “sometimes”, and 7% “rarely to “never” drew on their past experiences to solve problems.

Table A145 V162

Respondents (n=119)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	1.68	5.04	21.01	47.90	24.37	0.40
	7% (n=8)		93% (n=111)			

Developed a plan of action to cope more effectively with the situation in the future

According to Table A146, 66% “often” to “always”, 27% “sometimes”, and 7% “rarely to “never” developed a plan of action to cope more effectively with the situation in the future.

Table A146 V163

Respondents (n=119)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	0.84	5.88	26.89	42.02	24.37	0.53
	7% (n=8)		92% (n=109)			

Thought about a situation constantly during the day and night

According to Table A147, 43% “rarely to “never”, 31% “sometimes” and 26% “often” to “always” thought about a situation day and night.

Table A147 V164

Respondents (n=119)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	8.40	34.45	31.09	17.65	8.40	0.62
	43% (n=51)		57% (n=68)			

Section six of the survey

Physical symptoms of stress

This survey measure determined the physical symptoms of stress and the nine stress-related symptoms showed the following results:

Headaches

Table A148 revealed that radiographers (44%) sometimes experienced headaches, 28% never or rarely, and 28% often or always experienced headaches.

Table A148 V165

Respondents (n=117)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	9.40	18.80	43.59	25.60	2.56	0.59
	28% (n=33)		72% (n=84)			

Muscle pain

According to Table A149, 31% of radiographers sometimes experienced muscle pain, 33% never or rarely, and 38% often or always.

Table A149 V166

Respondents (n=117)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	13.68	17.09	30.77	26.50	11.97	0.78
	33%(n= 39)		69% (n=81)			

Colds

With reference to Table A150, radiographers (37%) sometimes experienced cold infections, 42% never or rarely, and 20% often or always experienced cold infections.

Table A150 V167

Respondents (n=116)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	5.17	37.07	37.93	17.24	2.59	0.49
	42% (n=49)		57% (n=66)			

Sleep disturbances

Table A151 revealed that radiographers (35%) “sometimes”, 34% “never to “rarely”, and 30% “often” to “always” experienced sleep disturbances.

Table A151 V168

Respondents (n=117)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	16.24	18.80	35.04	22.22	7.69	0.66
	34% (n=40)		65% (n=76)			

Back pain

Table A152 revealed that radiographers (31%) “sometimes”, 21% “never” or “rarely”, and 47% “often” to “always” experienced back pain.

Table A152 V169

Respondents (n=117)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	6.78	14.41	31.36	31.36	16.10	0.63
	21% (n=25)		86% (n=101)			

Neck pain

According to Table A153, radiographers (30%) “sometimes”, 28% “never” or “rarely”, and 42% “often” or “always” experienced neck pain.

Table A153 V170

Respondents (n=117)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	11.97	16.24	29.91	28.21	13.68	0.72
	28% (n=33)		72% (n=84)			

Tiredness

Table A154 revealed that 62% “often” or “always”, 33% “sometimes” but only 5% “never” to “rarely” experienced tiredness.

Table A154 V171

Respondents (n=118)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	0.85	4.24	33.05	44.92	16.95	0.61
	5% (n=6)		95% (n=112)			

Breathing difficulties

With reference to Table A155, 85% “never” to “rarely”, 10% “sometimes”, and 5% “often” to “always” experienced breathing difficulties.

Table A155 V172

Respondents (n=118)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	65.25	19.49	10.17	4.24	0.85	0.53
	85% (n=100)		15% (n=18)			

Dizziness/ and light-headedness

According to Table A156, 64% “never” to “rarely”, 24% “sometimes” and 12% “often” to “always” experienced dizziness/ and light-headedness.

Table A156 V173

Respondents (n=118)	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)	Item scale correlation
	38.14	26.27	23.73	10.17	1.69	1.69
	64% (n=76)		36% (n=42)			