



AXA

**Bullying
Questionnaire
November 2006**



Report by Richard Brooks, March 2007

Introduction

In November 2006 Amicus distributed a bullying related questionnaire to AXA employees, a copy which is at the back of this report. The purpose of the questionnaire was to find out whether employees consider that bullying in the workplace is an issue at AXA and if so what form it takes and whether it is successfully addressed.

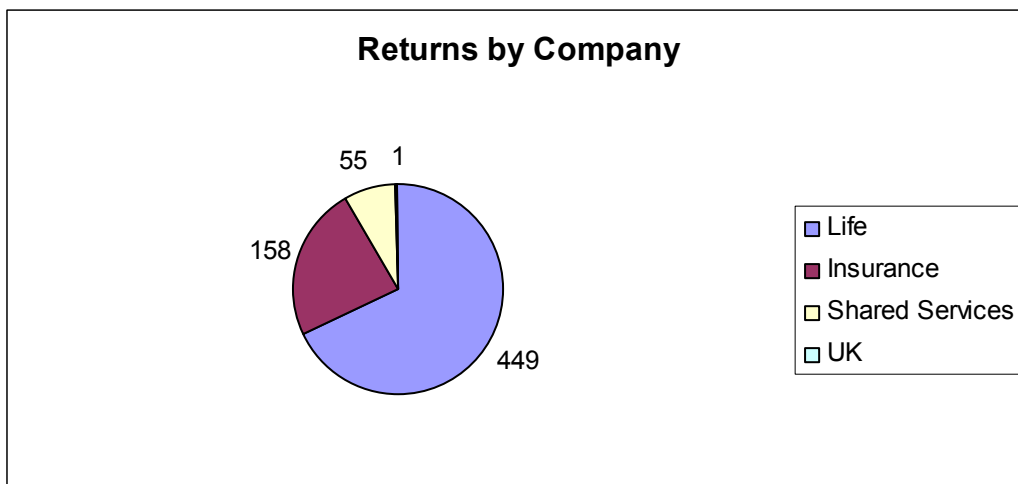
The questionnaire was publicised through a number of stalls and events, such as the one pictured below in the AXA Centre:



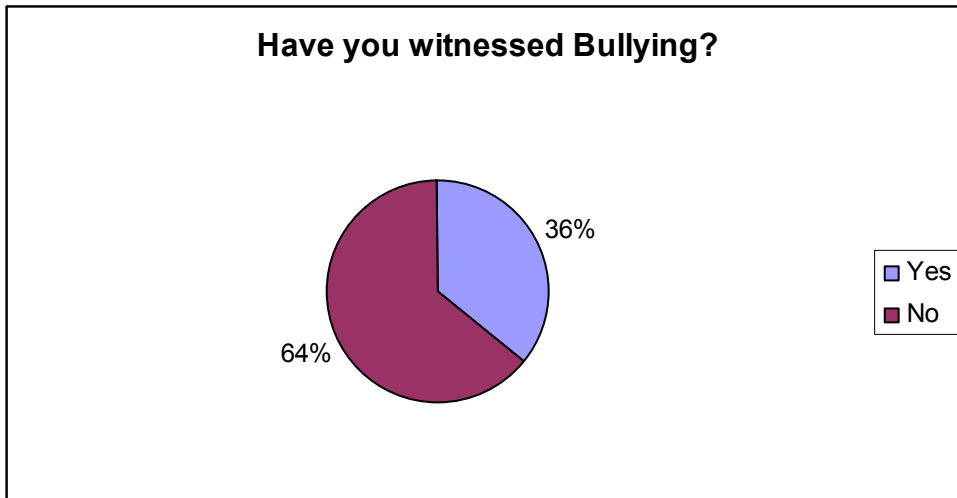
There has been some delay in getting all of these forms returned and the data entered, hence why it has only now been possible to prepare this report in March 2007.

Results

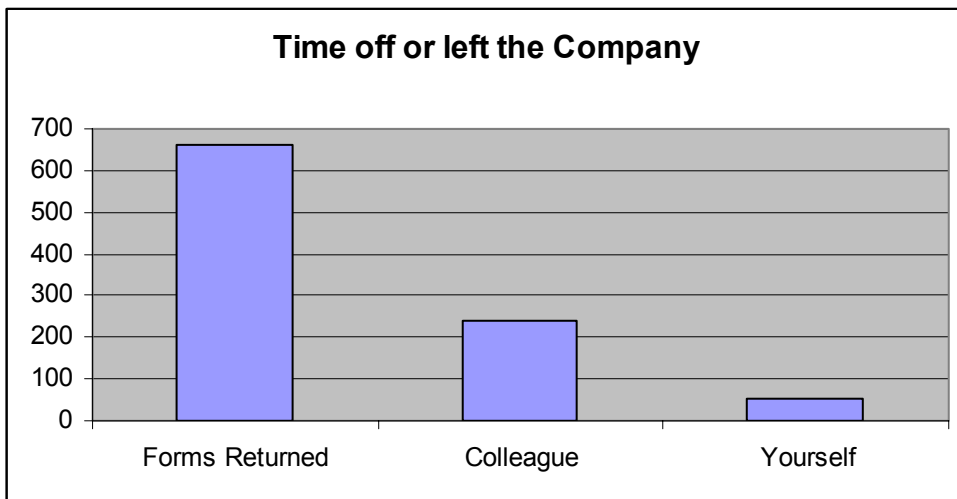
In total 663 completed questionnaires were returned, the majority of which were from AXA Life employees:



36% of employees said that they had witnessed bullying in the workplace:

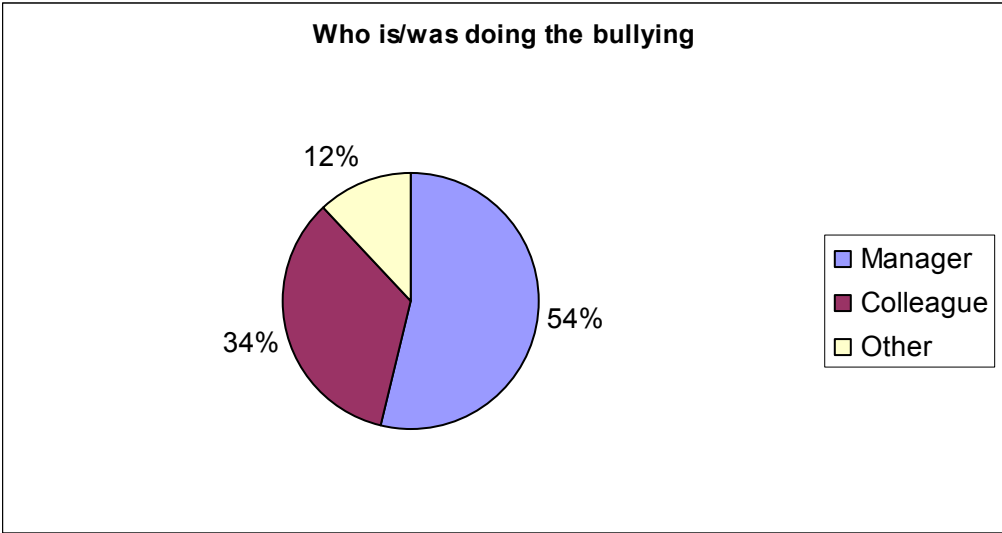


27% said that they knew someone who had taken time off work or left the company due to the effects of being bullied or harassed at work and 9% of employees say that they had personally taken time off work for this reason:

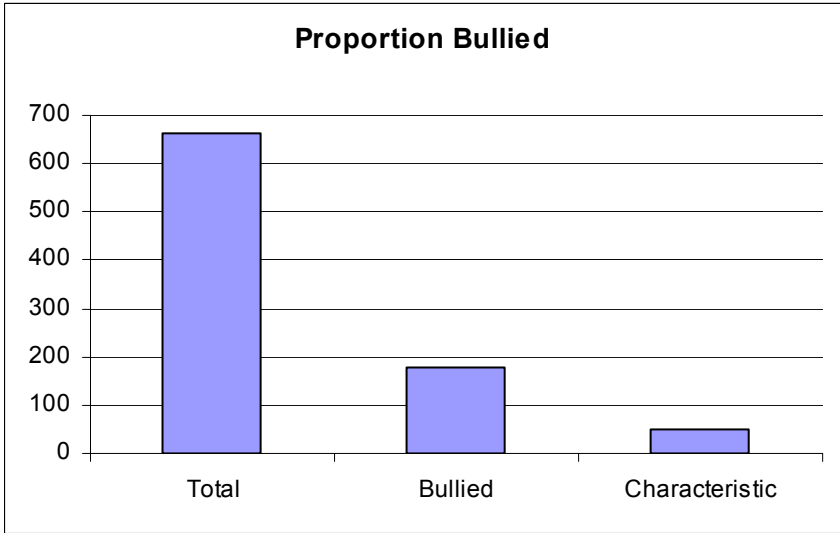


27% also said that they themselves had been bullied at some time and 7% i.e. 43 employees stated that they were currently being bullied.

When asked who is/was doing the bullying, managers came out top, followed by colleagues and a number of forms indicated that the bullying was being done by both the manager and colleagues. It is interesting that "other" came out as high as 12%, although with the data available at this stage we can only speculate as to what that consists of.

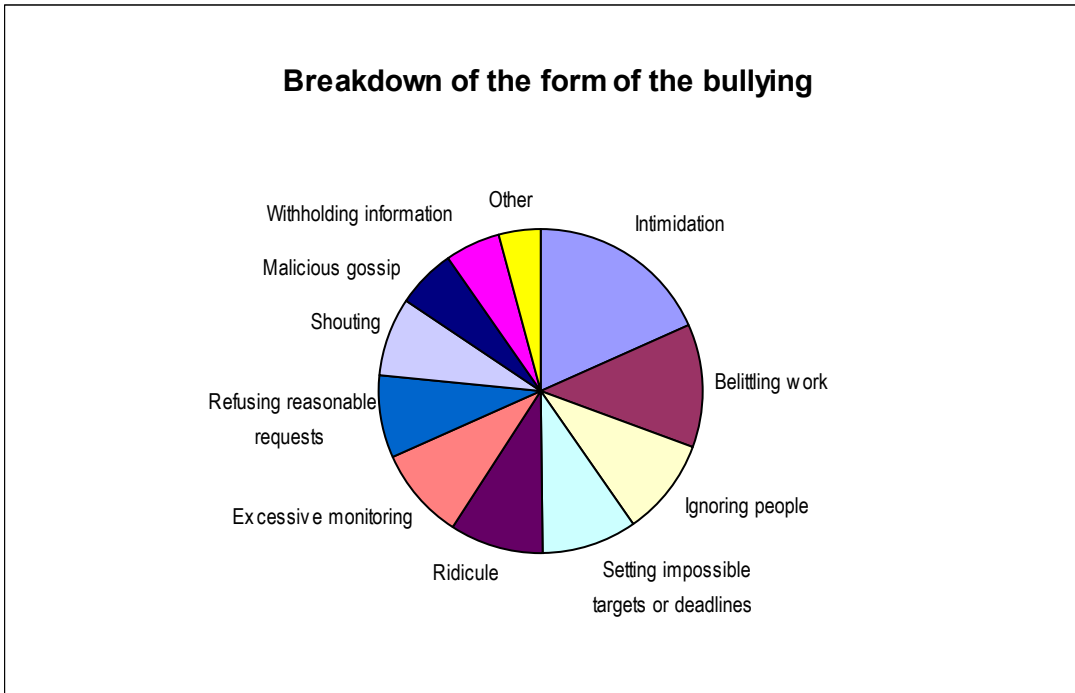


Approximately one quarter of employees feel they have been bullied and more than a quarter of those who have been bullied (i.e. 51 employees) feel that this is in respect to their sex, race, age, religion, sexual orientation or another characteristic:

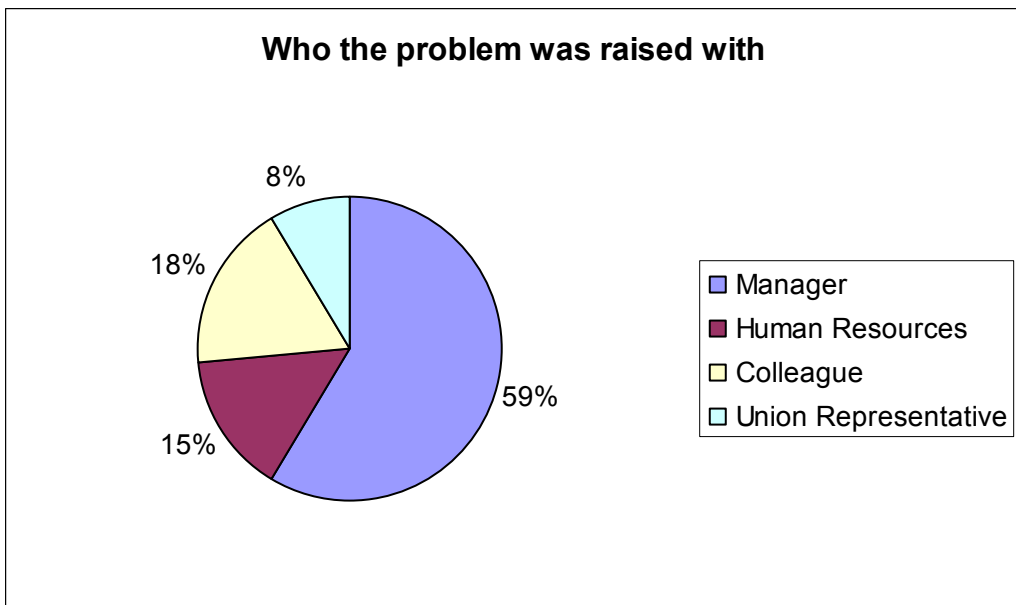


To quantify what form the bullying takes a list of eleven options (derived from the Health & Safety Executive) was provided on the questionnaire. Most employees who indicated that they had been bullied ticked several of these boxes and some ticked most of them.

The most frequent form of bullying was “intimidation” however considering that managers were named as the main source of bullying, it is unsurprising that the other most common options would be most attributable to a line manager. These were “belittling work” and then “ignoring people” and “setting impossible targets”. Regarding the “ignoring people” category, there is anecdotal evidence that some employees feel that their manager deliberately arranges meetings and team activities when they are not available.

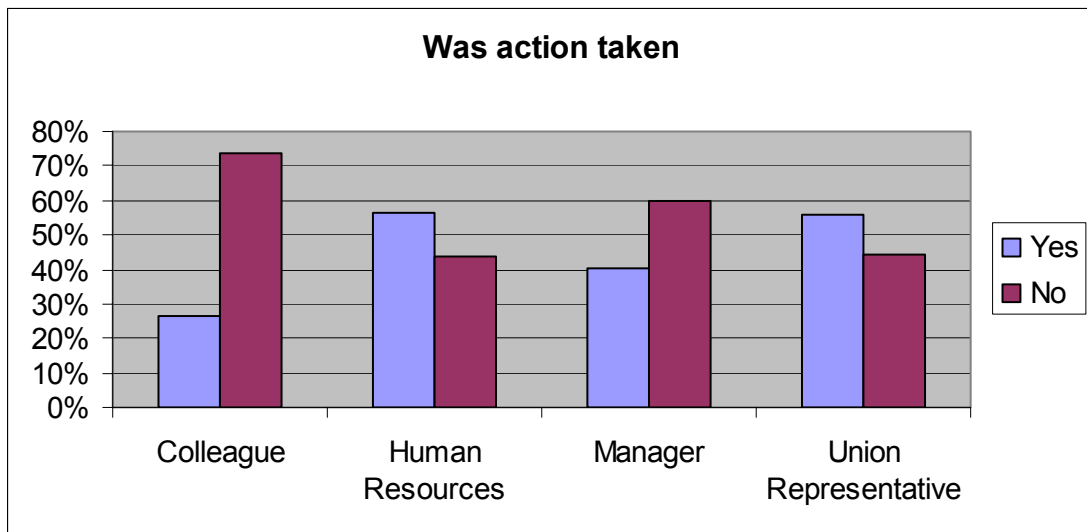


Of the 179 employees who reported that they had been bullied, only 106 said that they had raised this issue with someone. The majority of these did in fact approach a manager, although it seems likely that this would not normally be the line manager who they believe was doing the bullying. It is interesting to note that based on this survey only 8% of the employees who raised their concerns did so through a Union representative. This raises the worrying prospect that there is a lot more bullying happening at AXA than Amicus reps are currently aware of.

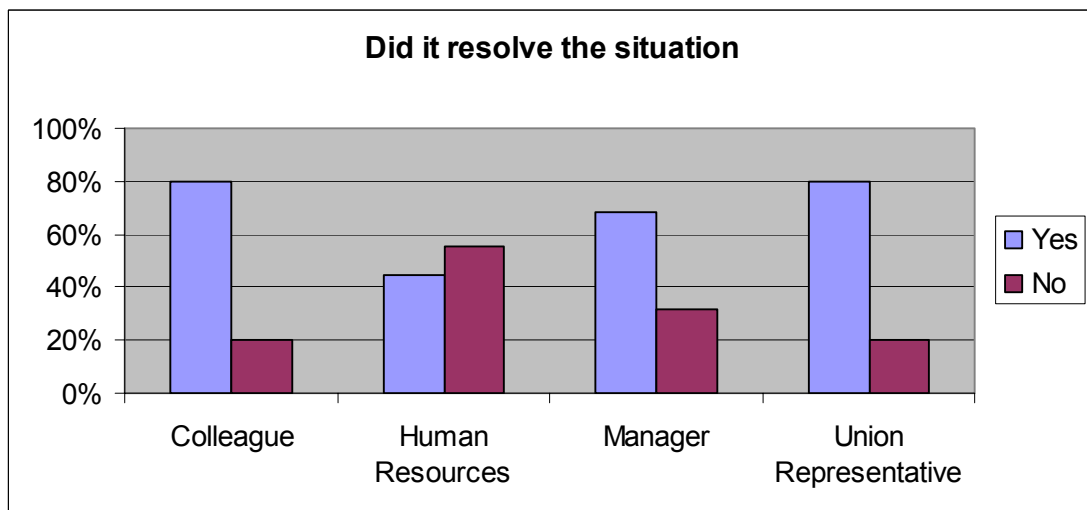


For those who did raise the bullying issue, action was only taken in the minority of cases. Although it does appear that where action was taken it was successful in approximately two thirds of cases, the actual number that have had a successful resolution is just 15 out of 179 i.e. 8% of the employees who report that they have been bullied.

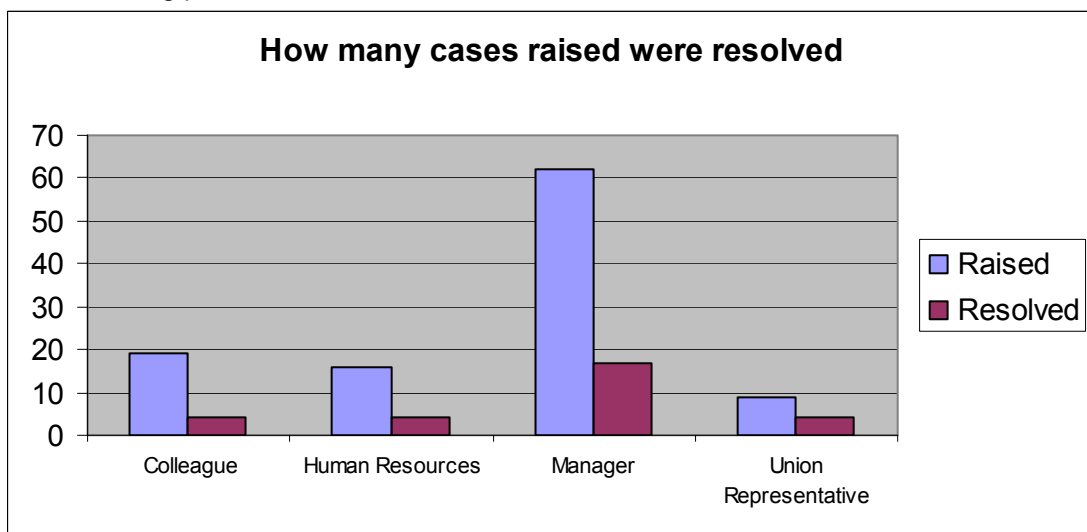
Raising the issue with colleagues appears to be the least effective way of getting action taken:



Although where action was taken through colleagues it is normally effective:



However the big picture is that of the 106 cases raised most have not been resolved:



Conclusions

8% of respondents claim that they have been bullied in respect of their sex, race, age, religion, sexual orientation or another characteristic.

7% of respondents feel they are currently being bullied and more than a quarter of the employees who completed a questionnaire say that they have been bullied at work.

The questionnaire did not quantify the amount of time taken off due to the effects of bullying, but 9% of employees say that they have taken time off for this reason and 27% know someone else who has done so.

Unfortunately this report cannot give us any real confidence that bullying is not an issue at AXA. Further, not only does it appear that employees consider that this issue is rarely successfully addressed when raised, but also that many employees who feel they are bullied do not raise it at all.

These figures are based on 663 returned questionnaires and we currently have no reason to believe that the results are not indicative of the wider AXA population.

Recommendations

Further options for gathering information should be investigated (e.g. SCOPE) to see if the wider picture is really as bad as that painted by the data gathered by this questionnaire.

A review should be undertaken as to why so few bullying related cases are successfully resolved.

More work should also be undertaken by AXA and Amicus to communicate to all employees the seriousness of this issue and promote best practise as a joint initiative under the Dignity At Work banner. In particular managers need to be made aware of the dangers of them crossing the line into bullying behaviours.

Amicus



AXA BULLYING QUESTIONNAIRE

NOVEMBER 2006

Tuesday 7 November is National Ban Bullying at Work Day. Amicus are pleased that AXA have already signed up to the Dignity at Work campaign, but sadly that does not in itself guarantee that no bullying or harassment will take place. We are conducting this confidential survey so we can gather valuable information as to what you feel actually happens in your workplace. No direct action will be taken if someone indicates on this questionnaire that they are being bullied. If you need advice or support please contact an Amicus representative.

1. Which AXA company do you work for? Life Insurance Shared Services
2. What department and location/branch do you work in?

3. Have you ever witnessed anyone being bullied or harassed at work? Yes No
4. Do you know of anyone who has taken time off work or left the company due to bullying or harassment? Yes No
5. Have you ever been bullied at work? Yes No
6. Are you currently being bullied? Yes No
7. Who is/was doing the bullying? Line Manager Colleague Other
8. Is/was the bullying related to your sex, race, age, religion, sexual orientation or any other characteristic? Yes No
9. Have you ever taken time off work because of bullying or harassment? Yes No
10. What form does/did the bullying take? Intimidation refusing reasonable requests
shouting ignoring people ridicule
belittling work withholding information
setting impossible targets or deadlines
malicious gossip excessive monitoring
other
11. If you have been bullied or harassed at work, have you raised the problem via any of these people? Manager Human Resources
Colleague Union Representative
12. Was any action taken? Yes No
13. Did it resolve the situation? Yes No