

Psychosocial Safety tip sheet

Low Job Control (Psychosocial Hazard #2)



Low job control is where employees have little or no control over:

- What happens in their work environment.
- How or when their work is done.
- The objectives they work towards.

Low job control can:



Are we OK?

Watch out for:

- Roles where permission is needed to progress routine or low risk tasks.
- Excessive monitoring of employees' work, time, or breaks.
- Employees unable to control aspects of their work environment (temperature, noise, distractions, etc).
- Employees given little or no choice around how work is completed, the order of tasks, or the steps involved.
- No or little consultation around decisions that impact employees (note: consultation is providing a genuine opportunity to influence the outcome of the decision).
- Casual, sessional, or contingent workers experiencing frequent changes to shifts or working hours at short notice.
- Casual, sessional, or contingent workers experiencing uncertainty around contract extensions or renewals.

It looks & sounds like:

- Employees may seem passive or unwilling to make decisions or solve problems.
- Employees may seem reluctant to share their work or ask for feedback.
- Lower scores on 'Involvement' on the employee engagement survey
- Employees may voice concerns over unfair decisions or say 'there is no point' in providing input into future decisions.
- Where employees are experiencing uncertainty around their employment contract, they may repeatedly ask for an update on progress.

For more info:

- Visit the Safe Work Australia Website
- Contact the Health & Wellbeing Team via: heathandwellbeing@griffith.edu.au

Tips for building psychosocial safety:

- Provide choice to employees wherever possible around how they work.
- Regularly review levels of delegation and ensure employees have maximum decision-making authority appropriate to their roles.
- Focus on whether employees are delivering agreed outcomes, rather than hours, breaks and activities.
- When reviewing employees' work, limit your feedback to matters that would substantially impact the outcome, rather than changes that reflect your style or preferences.
- When making a decision that will impact employees, ask for their input before making up your mind.
- Resolve rostering and end-of-contract matters as quickly and early as possible. Communicate frequently and transparently with impacted employees throughout the process to remove uncertainty.