

[Your Company Name Here]

Quality of Worklife Assessment Survey

To All Employees:

The leadership of [COMPANY NAME] has asked *Russell Consulting, Inc.* (RCI) to conduct a comprehensive quality of worklife (QWL) assessment of the attitudes and perceptions of [COMPANY NAME] personnel. A key part of this assessment is the survey attached to this cover memo. Your responses to the issues explored in this written survey, when combined with those of other staff here, will enable [COMPANY NAME] to address specific concerns and develop strategies to enhance overall employee satisfaction.

This survey is comprised of (a) a series of statements about the QWL working relationships and conditions at [COMPANY NAME] overall, (b) the *Job Descriptive Index* (a broad measure of employee satisfaction on six workplace dimensions), and (c) two open-ended questions at the end of the survey. All responses on this QWL survey are anonymous and only the averages for each item will be included in the report that we present to the organization. All open-ended responses will be reported as verbatim as possible while protecting anonymity.

Section III of this survey asks you to identify organizational *strengths* at this company and to identify a specific suggestion for improving overall employee satisfaction. Your specific comments here will provide additional insight into your concerns and perspectives.

The last page of the survey provide the means for us to examine the data by various demographic characteristics. ***We will never report the survey data by more than two of the demographic variables on this page or generally for any group of less than nine people.*** This ensures that your survey responses will remain anonymous.

You will receive a summary of the results of this survey and our recommendations for action. The results and recommendations, in turn, will be used by the company leadership team to develop specific strategies for enhancing staff satisfaction at [COMPANY NAME].

Jeffrey & Linda Russell, Co-Directors
Surveys • *for* • Results!

Phone: (608) 274-4482

E-mail: RCI@RussellConsultingInc.com

Section I

Staff Perceptions of QWL Issues

We want to know how you feel about a number of QWL conditions or factors at [COMPANY NAME] that support or block employee decision making, job performance, training, goal setting, job satisfaction, etc.

Please carefully read the following statements and indicate your level of *agreement* with each on the six point scale.

If you are not able to respond to a statement because you have no experience with or knowledge of the issue, simply skip the item and move to the next one.

1. I find the work that I do for [COMPANY NAME] to be personally satisfying and rewarding.

<i>Strongly Disagree</i>	Disagree	slightly disagree	slightly agree	Agree	<i>Strongly Agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. The work that I do is important and adds value to [COMPANY NAME] services.

<i>Strongly Disagree</i>	Disagree	slightly disagree	slightly agree	Agree	<i>Strongly Agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. My job makes good use of my skills and abilities.

<i>Strongly Disagree</i>	Disagree	slightly disagree	slightly agree	Agree	<i>Strongly Agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. I have the information I need to do my job well.

<i>Strongly Disagree</i>	Disagree	slightly disagree	slightly agree	Agree	<i>Strongly Agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. When making decisions, setting policy, making changes, etc., there is a sufficient effort made to get the opinions and thoughts of the people who work here.

<i>Strongly Disagree</i>	Disagree	slightly disagree	slightly agree	Agree	<i>Strongly Agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. People who work hard and do good work here are rewarded (e.g., promotions, opportunities for advancement, or other rewards).

<i>Strongly Disagree</i>	Disagree	slightly disagree	slightly agree	Agree	<i>Strongly Agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

54. My supervisor has the skills he or she needs to lead my work area well.

Strongly Disagree	Disagree	slightly disagree	slightly agree	Agree	Strongly Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

55. There is good cooperation and collaboration between work areas within my department.

Strongly Disagree	Disagree	slightly disagree	slightly agree	Agree	Strongly Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

56. I feel encouraged to come up with new and better ways of doing my work.

Strongly Disagree	Disagree	slightly disagree	slightly agree	Agree	Strongly Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

57. When choices have to be made, my supervisor usually places quality services above other business objectives (e.g., scheduling, budget, etc.).

Strongly Disagree	Disagree	slightly disagree	slightly agree	Agree	Strongly Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


58. My physical work environment enables me to perform well and do quality work.

Strongly Disagree	Disagree	slightly disagree	slightly agree	Agree	Strongly Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

59. The amount of work that I have to do at any one time allows me to do a good job.

Strongly Disagree	Disagree	slightly disagree	slightly agree	Agree	Strongly Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Not for Duplication

Please turn to
the next page 

Section II

Job Descriptive Index

Instructions

The words and phrases on the following pages describe six different aspects of your job (the *work itself*, *pay*, *promotion*, *supervision*, *coworkers*, and your *job in general*). Carefully consider each word or phrase in each section and then indicate whether it is true of your job by circling:

Y for Yes, this correctly describes my job

? for I cannot decide if this describes my job

N for No, this does not describe my job

Be sure to answer all items.

Not for Duplication

The WORK on My Present Job

Think of the work you do now. How well does each of the following words or phrases describe **your work**?

Circle Y, ?, or N for each word or phrase:

- | | |
|---------------------|-------------------------------------|
| Y ? N Fascinating | Y ? N Useful |
| Y ? N Routine | Y ? N Tiresome |
| Y ? N Satisfying | Y ? N Healthful |
| Y ? N Boring | Y ? N Challenging |
| Y ? N Good | Y ? N Too much to do |
| Y ? N Creative | Y ? N Frustrating |
| Y ? N Respected | Y ? N Simple |
| Y ? N Uncomfortable | Y ? N Repetitive |
| Y ? N Pleasant | Y ? N Gives sense of accomplishment |

My Present PAY

Think of the pay you get now. How well does each of the following words or phrases describe your **present pay**?

Circle Y, ?, or N for each word or phrase:

- | |
|---|
| Y ? N Income adequate for normal expenses |
| Y ? N Fair |
| Y ? N Barely live on income |
| Y ? N Bad |
| Y ? N Income provides luxuries |
| Y ? N Insecure |
| Y ? N Less than I deserve |
| Y ? N Well paid |
| Y ? N Underpaid |

60. _____

61. _____

Section III

Open-Ended Questions

66. [Open-ended question . . .]

SAMPLE

67. [Open-ended question . . .]

COPY

ONLY

68. [Open-ended question . . .]

Not for Duplication

Section IV – Demographic Information

Your responses on this survey are anonymous and confidential. Only the staff of *Russell Consulting, Inc.* will have access to your survey.

By completing the demographic information below, you will help us identify areas within [COMPANY NAME] where the organization is strong and areas where improvement is desired. *Russell Consulting, Inc.* will analyze the data from this survey in such a way that your responses will remain confidential. *RCI* will analyze the data by no more than two of the demographic characteristics on this page and will not report on groups containing less than eight people.

69. [COMPANY NAME] Department (check only one):

- ₁
- ₂
- ₃
- ₄
- ₅
- ₆

70. Employment Status (check only one):

- ₁ Permanent Full Time
- ₂ Permanent Part Time
- ₃ Limited Term Employee
- ₄ Project / Seasonal

71. Position Status (check only one):

- ₁ Employee
- ₂ Supervisor
- ₃ Manager

72. Gender (check only one):

- ₁ Female
- ₂ Male

73. Years working for [COMPANY NAME] (check only one):

- ₁ 0 to 5 years
- ₂ 6 to 10 years
- ₃ 11 to 15 years
- ₄ 16 to 20 years
- ₅ 21 or more years

***Thank you for taking the
time to complete this QWL survey!***