

User Manual

Q1000 Job Perception



User Manual - Job Perception

Everything you need to know to get started with Q1000 Job Perception.



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1. Introduction

1.1 Job Perception

How employees perceive their job is not only important to them, but also to their employer. Most people perform best and enjoy their work the most when the demands placed on them (for example work pace and complexity) and their capacity (including resilience, room for initiative, and support from their environment) are in balance. Experiencing job satisfaction provides people with energy and vitality at work.

With Q1000 Job Perception, it is possible to map employees' experience regarding their work. The results reflect their job satisfaction and perception of different work aspects, such as work pressure, autonomy, and social relationships. It is also possible to derive the causes of low satisfaction by assessing the needs of each employee, or by analysing their view of the organisational culture. Thanks to this integrated approach, the test can connect all aspects that are important for job satisfaction into a comprehensive report.

1.2 Purpose of Use

Q1000 Job Perception is a job satisfaction questionnaire that can be completed individually. However, by offering the questionnaire to an entire team, department, or organisation, it is possible to get an impression of collective job satisfaction.

Q1000 Job Perception has been developed to support both group level and individual level insights. At group level, the tool can be used to identify the strengths and weaknesses of an organisation, department, or team. Using this insight to improve working conditions can boost satisfaction, as well as reduce absenteeism and turnover. At individual level, Q1000 Job Perception can be used to clarify employees' needs and wishes. Based on this insight, one can identify existing problems at work and take steps towards solving them.

1.3 Application

1.3.1 Individual-level Insight

Q1000 Job Perception can provide individuals with insight into how they experience their work and work environment (i.e. the culture within the organisation). The basis of the questionnaire is employee satisfaction. In addition, the factors that influence satisfaction are also examined (e.g., work pressure, autonomy, relationship with colleagues, etc.). This provides insights into how one perceives their organisational culture. Thus, the employees are given the opportunity to properly evaluate their work situation, and to indicate what should be changed. This makes it possible to tackle problems at an early stage, before they would gravely impact the person or the organisation.



1.3.2 Group-level Insight

When Q1000 Job Perception is completed by an entire department or organization, the result can be used to assess organisational culture. Based on aggregated data, it is possible to make statements about job satisfaction at group level. By combining the results of Q1000 Job Perception with other quantitative data (e.g., absenteeism figures, inflow and outflow of employees), one can map the current social policy of the organisation.

1.3.3 Notes on Application

Using questionnaires to evaluate employees' satisfaction can sometimes be met by resistance and fear. It is important to keep this in mind. Informing people about the purpose and procedure of data collection can help to reduce resistance. The independence, objectivity and anonymity of the survey data must also be guaranteed. This might seem obvious, but explicitly mentioning this offers a stronger sense of trust for employees. It should also be clear that the results will be handled with care. In addition, it is important to receive the support of both employees and managers. The results are only useful when the investigation of satisfaction is taken seriously. Thus, the purpose surveying satisfaction must be clearly communicated.

1.3.4 Use of the Report

The report can be used by the employee to map their experience at work. Should actions be taken to improve the working environment? It is usually helpful when employees discuss their report with others. Friends, colleagues, managers, HRM advisors, or external coaches can help employees clarify their vision of the working environment and encourage them to think critically about possible adjustments. If the organisation desires an overall picture of satisfaction (e.g., satisfaction at group level, department level, or organisational level), the results can also be looked at in an aggregated form.

1.4 Possibilities and Limitations

The questionnaire has been specifically developed and is only suitable for adults. Thus, it is not adequate for assessing children or adolescents. In addition, the questionnaire was not meant to be used for clinical research and should only be used in a work setting.



2. Use and Results

2.1 Assessment

2.1.1 Questions

The questions have been developed according to Hofstee's guidelines (1999). This means that they are worded in simple language, while limiting the use of idioms or professional jargon. This makes the questions easy to interpret.

An example question: *I have a pleasant working relationship with my colleagues.*

The candidate indicates the extent to which each statement applies to them by choosing between five answer options. The answer options are presented in the table below.

Answer Options	Meaning
Strongly disagree	The statement does not apply to you at all
Disagree	The statement does not apply to you
Agree/ disagree	The statement does not significantly reflect how you view this aspect
Agree	The statement applies to you
Strongly agree	The statement applies to you very much

Table 2.1: Overview of all answer options and their meaning

2.1.2 Instructions

Q1000 Job Perception is administered on a computer. All the necessary instructions can be found in the instruction screens. Personal instruction is not necessary.

2.1.3 Preparation of Test Administration

There is no time limit for completing the questionnaire. However, our data shows that it usually takes about 15 minutes. As with any other test, it is important that candidates can work under comfortable conditions.

2.2 Scoring and Standardisation

2.2.1 Scoring

Q1000 Job Perception assigns a score to each answer: 1 for 'Strongly disagree', 2 for 'Disagree', 3 for 'Agree/disagree', 4 for 'Agree' and 5 for 'Strongly agree'. When determining the raw score (i.e., unstandardised score) for a certain topic, the points are added together and divided by the number of questions in the scale. This results in the raw scale score, which can vary between 1 and 5. The raw scale score reflects the average answer given on a scale. You can find these scores under 'Details'.



2.2.2 Standardisation

The candidate's scores are not compared to a norm group. Thus, the questionnaire uses an absolute norm. The scores are based on the person's perception (i.e., how strongly the person says they experience the aspect in question). Therefore, they only reflect someone's subjective experience, and not how they compare to others.

2.2.3 Category Scores

The scores are divided into four categories.

Categories	Meaning
Category 1	Important point of attention
Category 2	Point of attention
Category 3	In order
Category 4	In good order

Table 2.2: Meaning of the category scores



3. Background and Interpretation

3.1 Theoretical Background

In recent decades, the literature has paid great attention to how employees experience their work. Employee satisfaction is related to various factors that directly or indirectly influence the success of organisations. For example, employee satisfaction appears to be related to job performance (Iaffaldano & Muchinsky, 1985; Judge, Thoresen, Bono & Patton, 2001) and customer satisfaction (Koys, 2001). In addition, stress (Schappe, 1998) and turnover (Tett & Meyer, 1993; Hom & Kinicki, 2001) are less likely to affect satisfied employees. Thus, it can be interesting to investigate the factors underlying employee satisfaction. In addition, the extent to which employees' needs are met by the organisational culture is also important (Vroom, 1964; O' Reilly; Chatman, & Caldwell, 1991).

Q1000 Job Perception measures aspects such as work pressure, social relationships, engagement, and stress. Some questionnaires that measure similar constructs are VBBA (Questionnaire on Perception and Judgement of Work, Van Veldhoven and Meijman, 1994) and PVA (Psychological Fatigue in Work Situations, Van Veldhoven and Broersen, 1999). The scales used in Q1000 Job Perception were created based on literature research. The following scales are currently included in the questionnaire:

- Satisfaction
- Positive feelings
- Stress
- Resilience (Burnout)
- Workload
- Work-life balance
- Agreement
- Control options
- Social Relationships with colleagues
- Altruism
- Engagement
- Image
- Intention to leave

3.2 Descriptions of the Scales

In the report, the results on the scales are grouped into clusters. These clusters are:

- How satisfied are you with your job?
- How do you feel in general?
- What takes energy?
- How do you tackle energy drain?
- How engaged are you?

The following is a description of each aspect, classified by cluster.



3.2.1 How satisfied are you with your job?

3.2.1.1 Satisfaction

Job satisfaction is important. People who are happy with their job enjoy going to work and achieve better results. When you are not satisfied with your work, it is important to address the cause. Discussing this with someone who has an influence on your work situation, such as a manager, is an important step you could take.

3.2.2 How do you feel in general?

3.2.2.1 Positive Feelings

Positive feelings about your work indicate job satisfaction, feeling comfortable at work. Negative feelings can be a signal that something is wrong. When you feel unwell, sluggish, or gloomy, it is important to find out the cause and (if possible) quickly do something about it.

3.2.2.2 Stress

Feelings of stress are often experienced as unpleasant. Yet feeling stressed every now and then is unavoidable. But if you experience high stress for a long time, you should try to take action on this.

3.2.2.3 Resilience

Resilience is a trait that ensures you can flexibly deal with stressful situations. This scale (formerly titled 'Burnout') examines whether you experience any private or professional hindrances that can impact your resilience. When your resilience is greatly reduced, this can result in feelings of emptiness or exhaustion. If you experience any burnout symptoms, we advise you to consult with an expert, such as an occupational psychologist or a health and safety specialist.

3.2.3 What takes energy?

3.2.3.1 Workload

Every job involves a certain amount of workload. However, many employees do not feel comfortable having a high workload for long periods of time. When work pressure is perceived as too high or lasting for too long, it makes sense to look at possibilities to relieve the pressure. However, too little work pressure can also lead to problems. In that case, more tasks or responsibilities can increase job satisfaction and productivity.

3.2.3.2 Work-life Balance

Having a good work-life balance contributes to employee satisfaction. However, one aspect can sometimes come at the expense of the other. Then, it becomes a matter of figuring out whether this can be solved by setting the right priorities or distributing the work properly. Often, a colleague or manager can help you think about how to adjust your work. Sometimes the solution might also involve adjusting your private life.

3.2.3.3 Agreement

When your interests, talents, and needs match your job well, this will contribute to your job satisfaction. If this is not the case, one solution may be looking for a position or workplace that better suits your needs.



3.2.4 How do you tackle energy drain?

3.2.4.1 Control Options

Happiness at work is strongly influenced by having control options. This means that the employee has the freedom to organise their work as they wish.

3.2.4.2 Social Relationships with Colleagues

Good social relationships at work are often experienced as valuable. Conversely, the lack of mutual support can have a negative effect on job satisfaction.

3.2.4.3 Altruism

In this context, altruism means that you something for colleagues, without demanding anything in return. When someone does not feel like doing this, this can indicate a negative work atmosphere or having a poor relationship with colleagues.

3.2.5 How engaged are you?

3.2.5.1 Engagement

Feeling involved has an impact on loyalty. Loyal employees stay in the organisation for longer and are often more driven to work.

3.2.5.2 Image

How the outside world thinks about the organisation can also affect your job satisfaction. Of course, the image of the organisation can't be easily changed. In addition, your own perception of the organisation is also important.

3.2.5.3 Intention to Leave

Intention to leave is a clear signal of dissatisfaction. Someone who is planning to leave the organisation often has several reasons for it. Preventing employees from leaving requires the rapid intervention of the organisation.

3.3 The Case Study of a Healthcare Institution

This case study illustrates the usefulness of Q1000 Job Perception in preventing absenteeism. The questionnaire was piloted by a healthcare institution. The goal was investigating the implementation, content, and informative value of the instrument. In addition, the results of the study were included in an absenteeism management training for managers.

Q1000 Job Perception was used to extract information about job perception and absenteeism. Other sources of information consisted of interviews with the management team and the HR Officer. In addition, a semi-structured interview (i.e., absenteeism scan) was conducted among the management to evaluate the preventive and curative effect of the sick leave policy. Finally, some absenteeism figures were also analysed. The information collected with Q1000 Job Perception was used to determine the perception of the staff regarding work pressure, job satisfaction, social relationships, and the physical workspace. The staff was also asked about their perception of the organisational culture. The managers' perception of



the organisational culture was also investigated. A total of 109 staff members and 10 managers were approached for this study.

3.3.1 Response Rate

After a second round of surveys, the total response rate was 63%. The response rate was 50.5% for the staff and 80% for managers.

3.3.2 Analyses and Conclusions

Q1000 Job Perception provided a good estimation of job satisfaction and was used to provide advice on how to tackle absenteeism. Specifically, the organisation decided to implement a new protocol for addressing absenteeism and provide the management team with a training. The results of the questionnaire were used to identify employees' feelings about existing absenteeism policies. The company hypothesised that absenteeism was related to employees' perception about the organisational culture. However, our results indicated that this was not the case.

The analysis showed that there was no direct relationship between absenteeism due to illness and organisational aspects such as culture and job perception, although this was strongly suggested by the absenteeism scan. In other words, there seemed to be a problem with how absenteeism was mapped by the organisation. The results of the study were used to redesign the protocol for measuring absenteeism.

The average absenteeism rate over the first 9 months of 2000 was 13.2%. After the survey and management training, the absenteeism rate fell by 5.5% to 7.7% in the second quarter. We believe that using the Q1000 Job Perception to improve policies and deliver a management training contributed to this positive change.

This and other studies have shown that Q1000 Job Perception can be used as a supporting instrument for policy research, such as mapping employee satisfaction and work experience, or identifying the cause of absenteeism. The results of Q1000 Job Perception serve as an additional source of information, beyond management figures. Thus, qualitative and quantitative data can be combined to inform better policies.



4. In Conclusion

If you have any questions about the use or interpretation of Q1000 Job Perception, you can click on the 'Info' button in the platform for more information. Here you can find a lot of background information, such as instructional videos, manuals, and fact sheets. You can also always call on our support department (email: support.nl@assessiobloom.com or call 088-1004777).

Good luck with Q1000 Job Perception!



5. Literature

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