

Questions to Measure Commitment and Job Satisfaction

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The limitations of measuring morale and motivation by direct questions about their levels was recognised at the event. The more practical approach of using statements about commitment and job satisfaction as indicators was discussed as these provide greater understanding of the issues. The following questions are given to illustrate possible statements for measuring the various types of employee commitment and job satisfaction. The choice of which to use will depend upon what is appropriate for your organisation and culture.

IES would typically use the items with a five point scale with scores of one to five representing 'Strongly disagree', 'Disagree', 'Neither agree nor disagree', 'Agree' and 'Strongly agree'. Care should be taken with negatively worded questions as the scores need to be reversed when any statistical analyses are conducted. This ensures that high scores relate to positive assessments and low scores to negative views. Negative questions where this would need to be applied are identified with an asterisk in the sections below.

1. Organisational Commitment

- I tell my friends this is a good organisation to work for.
- I feel very little loyalty to this organisation*
- I would accept almost any type of job assignment in order to keep working for this organisation
- I find that my values and the organisation's values are very similar.
- I understand how my job contributes to the organisation's goals and objectives
- I have a good understanding of where the organisation is going
- I am proud to tell others that I am part of this organisation.
- My organisation is known as a good employer locally

- I am willing to put in a great deal of extra effort to help this organisation be successful.
- I would be just as happy working for a different organisation if the work was similar. *
- It would take very little change in my present circumstances to make me to leave this organisation.*
- I am extremely glad that I chose to work here rather than one of the other jobs I was considering at the time I joined.
- There's not much to be gained by staying with this organisation indefinitely.*
- Often, I find it difficult to agree with this organisation's policies on important matters relating to its employees.*
- I really care about the fate of this organisation.
- For me this is the best of all possible organisations for which to work.
- Deciding to work for this organisation was a mistake on my part.*
- I speak highly of my organisation to my friends.
- I think this is a good place to work.
- My organisation inspires the best job performance from me.
- I am proud to be part of my section/department/service.
- I understand how my work contributes to the organisation's goals and objectives.
- I would recommend this as a good place to work
- This has improved as a place to work over the past two years.
- I am confident that the results of the survey will be acted on.
- I work in a well managed organisation
- Morale in this organisation is good

2. Service Commitment

- My organisation offers excellent service to our customers.
- Customer satisfaction is a priority in my organisation.
- My organisation responds well to customers when their needs change.
- My organisation's customers feel that we strive to satisfy their needs.
- My organisation has one of the best reputations in the industry.
- My organisation tries to make its products/services easy to use.

- I am encouraged to be creative and innovative to meet my customer's needs.
- Rules and procedures enable me to meet my customer's requirements.
- I am proud of the quality of our organisation's products and services.
- My organisation gives me sufficient resources to satisfy customer needs.
- I enjoy providing the best service to customers.
- My manager is committed to high levels of customer service.
- This organisation cares about its customers.
- I feel I have the necessary skills to provide good customer service.

3. Work Commitment

- The most important things that happen in life involve work.
- Work should be considered central to life.
- An individual's life goals should be work oriented.
- Life is only worth living when people get absorbed in work.
- The major satisfaction in my life comes from my job.
- The most important things that happen to me involve my work.
- I live for my job.

4. Career Commitment

- My career is a central interest in my life.
- Working in my current profession is important to me.
- My career is likely to take me to work for other organisations beyond this one.
- Changing my career would be difficult for me to do now.*
- Changing my career now would involve a considerable sacrifice.*
- Pursuing my career is important to my self-image.
- I know where my career is going
- I would recommend my profession as a career.
- I think my profession is a rewarding career.
- I would not want to work outside my profession.
- I would leave my profession if I could.*

5. Job satisfaction

- I enjoy my work most days.
- I do interesting and challenging work.
- I am satisfied with my job.
- I am noticed when I do a good job.
- I get full credit for the work I do.
- There is a lot of variety in my job.
- I feel the level of responsibility I am given is acceptable.
- I have a clear understanding of my job responsibilities and what is expected of me.
- The major satisfaction in my life comes from my job.
- I often think about leaving.*
- I know the standards of work expected of me.
- I feel my opinion counts in the organisation.
- I know where to get help if I have a problem at work.
- I feel my colleagues treat me with respect.
- I feel my views count in my section.
- My job fully uses my skills
- I have skills that are not used in my job*
- I feel I am doing a worthwhile job
- I get a feeling of accomplishment from my job
- I feel valued by senior management
- I get full credit for the work I do
- I am noticed when I do a good job
- My immediate manager lets me know how I am doing