

SURVEY INSTRUMENT

ARE WORK TRAINING, WORK
MOTIVATION,
LEADERSHIP AND COMMUNICATION
PREDICTORS OF WORK ENVIRONMENT:
AN ACADEMIC STUDY OF EMPLOYEES AT
WESTCHESTER COMMUNITY COLLEGE, IN
VALHALLA, NEW YORK



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I. GENERAL INSTRUCTIONS

The purpose of this research is to evaluate whether work training, work motivation, leadership and communication are significant predictors of work environment. The survey's aim is to gather data in order to measure what impact, if any, work training, work motivation, leadership, communication and work environment have on job performance at Westchester Community College, in Valhalla, New York.

Your opinion is vital in determining the effect, if any, that the above-mentioned variables have on work environment. The information you share is for academic dissertation and your participation is **absolutely voluntary** and **completely anonymous**. Data and data analysis are held strictly confidential.

Your participation is very important and valuable. Therefore, your sincere participation is solicited. Please answer **all** questions, as partially completed questionnaires will unfortunately, be discarded. After answering all the questions in the questionnaire, please return the completed survey.

Thank you very much for your support and participation.

Sincerely,

Doreen R. Howson, Researcher

II. DEMOGRAPHICS

INSTRUCTIONS: Please place an “X” in the box next to the answers that best represents you.

Age Range	<input type="checkbox"/> 16 – 25 <input type="checkbox"/> 26 – 35 <input type="checkbox"/> 36 – 45 <input type="checkbox"/> 46 – 55 <input type="checkbox"/> 56 – 62 <input type="checkbox"/> 63 and over
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Years of Service at WCC	<input type="checkbox"/> 10 years or less <input type="checkbox"/> 11 – 20 <input type="checkbox"/> 21 – 30 <input type="checkbox"/> 30 and over
Highest Academic Level	<input type="checkbox"/> High School <input type="checkbox"/> Associate Degree <input type="checkbox"/> Bachelor <input type="checkbox"/> Master <input type="checkbox"/> Master’s Plus <input type="checkbox"/> Doctorate
Role	<input type="checkbox"/> Administrator <input type="checkbox"/> Faculty <input type="checkbox"/> Director <input type="checkbox"/> Manager <input type="checkbox"/> Supervisor <input type="checkbox"/> Staff <input type="checkbox"/> Other

III. WORK TRAINING

Thank you for your participation in the application of this survey. After you have read each statement, please grade and mark an “X” next to the scale that best represents your perception.

Please use the following scale

Strongly disagree		Disagree	Neither agree nor disagree	Agree	Strongly agree				
1		2	3	4	5				
Statement					Rate				
How much do you agree or disagree with each of the following statements?					1	2	3	4	5
1	I can communicate efficiently verbally.								
2	I can communicate efficiently in writing.								
3	I am trained to use equipment (machines, instruments, tools, computers, etc.) for work.								
4	I am trained to evaluate each of the tasks that I do.								
5	I know how to respond kindly to aggressive situations from the population that I serve.								
6	I have the ability to focus on the root of the problems to solve them.								
7	I can identify advantages when making decisions.								
8	I can identify disadvantages when making decisions.								
9	I have the ability to plan the day’s work.								
10	I know the correct processes to perform my tasks.								
11	I accomplish my tasks in a timely manner.								
12	I achieve proposed objectives.								
13	I have a good feeling of accomplishment that my work provides.								
14	The manner in which I plan my work.								
15	The quality of work that I do is valuable to the organization.								
16	I value the treatment I receive from my colleagues.								

IV. WORK MOTIVATION

Thank you for your participation in the application of this survey. After you have read each statement, please grade and mark an “X” next to the scale that best represents your perception.

Please use the following scale

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	2	3	4	5
Statement				Rate
How much do you agree or disagree with each of the following statements?				
1	The work I do is in line with my ability.			
2	My job provides me with the opportunity to improve on my own expectations.			
3	I can set goals on my job.			
4	I believe that my position gives me prestige.			
5	My job allows me to do new things and be innovative.			
6	I must receive an incentive (congratulations, letters, emails, etc.), when I do a good job.			
7	I receive fair treatment on my job.			
8	My immediate supervisor values my work.			
9	The organization values my ideas and contributions.			
10	I am acknowledged as a valuable asset to the organization.			
11	I have succeeded in my duties.			
12	I like working with a team.			
13	I am encouraged to complete my work in a timely manner.			
14	I would like to develop new skills and abilities.			
15	To overcome difficulties, I use my access to influential colleagues.			
16	I have good working relationships with my co-workers.			
17	I have influence over my co-workers.			
18	I use my influence to help others.			

V. LEADERSHIP

Thank you for your participation in the application of this survey. After you have read each statement, please grade and mark an “X” next to the scale that best represents your perception.

Please use the following scale

Strongly disagree		Disagree	Neither agree nor disagree	Agree	Strongly agree				
1		2	3	4	5				
Statement					Rate				
How much do you agree or disagree with each of the following statements?					1	2	3	4	5
1	The leaders in my organization understand and contribute to its evolution.								
2	The leaders in my organization introduce new ways of thinking and doing things.								
3	My direct manager is an excellent communicator.								
4	My manager make decisions with employees' input.								
5	My manager creates an atmosphere for growth.								
6	The leaders in my organization have high integrity and facilitates trust building.								
7	My manager influence workers to be the best they can be.								
8	The leaders in my organization listen to feedback from employees without reprisals.								
9	The leaders in my organization give employees the information they need for their jobs.								
10	The actions of my organizations' leaders are consistent with their words.								
11	Meaningful relationships are protected by my organization.								
12	Recognition is meaningful when I receive it.								
13	There is a healthy balance between my work and personal life.								
14	I have opportunity to grow within the organization.								
15	I trust my manager and coworkers.								
16	I would encourage others to work in my organization.								
17	I have a clear career path.								
18	I feel valued in my organization.								

19	I frequently receive recognition from my manager.					
20	The leadership contribute to positive work culture.					
21	Feedbacks are taken seriously.					
22	There are opportunities for professional growth in my organization.					
23	I am proud to work for the organization.					
24	I am motivated to go beyond what is expected.					
25	I am kept informed about the organizations' happenings.					
26	I can reach my full potential in the organization.					
27	Organization's leaders communicate visions that motivates.					
28	I have access to learning and development needed to do my job well.					
29	I know what to do to be successful in my role.					
30	The organization's decisions demonstrate that high quality is its top priority.					

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VI. COMMUNICATION

Thank you for your participation in the application of this survey. After you have read each statement, please grade and mark an “X” next to the scale that best represents your perception.

Please use the following scale

Strongly disagree		Disagree	Neither agree nor disagree	Agree	Strongly agree				
1		2	3	4	5				
Statement					Rate				
How much do you agree or disagree with each of the following statements?					1	2	3	4	5
1	Administrative communication given to employees.								
2	Employees made aware of policies and procedures.								
3	The mission, vision, and values communicated to employees.								
4	Trainings and other educational activities scheduled often for employees' participation.								
5	Top management informed regarding all activities.								
6	Employees give written or verbal suggestions to improve work.								
7	Employees give written or verbal complaints.								
8	Meetings held to discuss issues and opinions are valued.								
9	Memorandum, letters, emails, etc., used to carry out joint activities within work areas.								
10	Communication exists between other work areas for development of activities.								
11	Working groups formed with colleagues from other areas to reach organizations' goals and objectives.								
12	Teamwork is encouraged within the organization.								

VII. WORK ENVIRONMENT

Thank you for your participation in the application of this survey. After you have read each statement, please grade and mark an “X” next to the scale that best represents your perception.

Please use the following scale

Strongly disagree		Disagree	Neither agree nor disagree	Agree	Strongly agree				
1		2	3	4	5				
Statement					Rate				
How much do you agree or disagree with each of the following statements?					1	2	3	4	5
1	Quality interpersonal relations exists between supervisor and subordinates.								
2	Quality interpersonal relationships exists between co-workers.								
3	The procedure for personnel/employee selection is fair.								
4	My supervisor’s level of leadership is high.								
5	Quality compensation package exists at my institution (salaries, benefits, health, pensions, others, etc.).								
6	There are opportunities for professional training in my area of work.								
7	Salary equality exists between men and women.								
8	Employees are motivated to complete assigned tasks.								
9	High quality physical workplace environment.								
10	I have quality working/office equipment and/or tools.								
11	High security in work areas.								
12	My organization gives high-level support towards the achievement of personal goals.								
13	There are opportunities for promotion.								
14	High quality atmosphere and culture in work environment.								

VIII. WORKFORCE DEVELOPMENT/JOB PERFORMANCE

Thank you for your participation in the application of this survey. After you have read each statement, please grade and mark an “X” next to the scale that best represents your perception.

Please use the following scale

Strongly disagree		Disagree		Neither agree nor disagree		Agree		Strongly agree				
1		2		3		4		5				
Statement								Rate				
How much do you agree or disagree with each of the following statements?								1	2	3	4	5
1	Comply with policies of the organization.											
2	Work well even when there is no supervision.											
3	Respect the code of conduct of the organization.											
4	Stay in the work area during work time.											
5	Report to work on time.											
6	Remain productive whilst under pressure.											
7	Maintain good working relationships with co-workers.											
8	Help co-workers when they require assistance.											
9	Respect the opinion of my co-workers.											
10	Respect the instructions of superiors.											
11	Take responsibility for the bad decisions made.											
12	Execute my tasks according to plan.											
13	Maintain concentration on my work.											
14	Perform duties with pleasure.											
15	Finish work tasks within established timeframes.											
16	Have work up-to-date.											
17	Plan work before doing it.											

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