The purpose of this survey is to get your views about what can be done to make your job more pleasant and your work more productive. You will surely agree that your company is doing some things very well, yet there is always room for improvement. Your assistance is sought to identify conditions that will boost your productivity — how to use time, energy, and materials more effectively. Your cooperation in sharing your expertise will be greatly appreciated; it will contribute to making your organization stronger, and this inevitably contributes to your personal well-being.

Before turning the page to begin the diagnostic, please complete the following questions. The information is to be used for classification purposes.

1. My current age is:
   □ under 25  □ 25-34  □ 35-44  □ 45-54  □ over 54

2. I have been in my present job assignment, that is, doing the same work regardless of promotion for:
   □ less than one year  □ over 3, but less than 7
   □ over one but less than 3 years  □ over 7 years

3. I am □ male  □ female

4. Years of education completed:
   (please circle the year) 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20
   Grade school  High School  College  Grad School

5. I am employed: □ seasonally  □ part-time during a year  □ full time

6. Supplementary information, as requested
   A
   B
   C
   D

Now turn the page and read the directions for responding to each set of statements. The more thought you put into your responses, the more you can assist the quest for productivity...
The following list of factors generally affect productivity. Please indicate how important each one is to your own performance, or that of your work group.

Please read each statement carefully. Then check one of the boxes to indicate how much the stated factor affects you, or your group's productivity:

- **NONE** - means a change in the factor would have no influence on productivity. 
  (productivity will not increase as a result of a change)
- **SOME** - means an improvement would boost productivity moderately. 
  (the current situation is adequate, but it could be improved)
- **GREAT** - means an improvement would cause a sharp upturn in productivity. 
  (the current situation has lower productivity than it should and needs to be changed)

Remember, you are rating how critical each factor is to productivity, not whether you are satisfied with the current employment situation or economic condition.

Many factors can influence productivity. 
I believe the effect on my productivity from...

<table>
<thead>
<tr>
<th>Factor</th>
<th>NONE</th>
<th>SOME</th>
<th>GREAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. ...safer or more convenient work areas</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>8. ...better tools, instruments, or equipment to work with</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>9. ...not having to wait for materials or supplies</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>10. ...making my job more interesting and challenging</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>11. ...providing training to upgrade my job skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>12. ...more personal recognition for superior performance</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>13. ...having a say in decisions that affect my work</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>14. ...more cooperation from co-workers and support groups</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>15. ...receiving more information about what is expected of me</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>16. ...better understanding of my organization's policies and procedures</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>17. ...stronger leadership and guidance by supervisors</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>18. ...faster response to requests for assistance</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>19. ...better organized work assignments</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>20. ...more frequent contacts with top managers</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>21. ...elimination of work practices and &quot;red tape&quot; that waste time</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>22. ...more concentration on achieving higher product/service quality</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>23. ...greater emphasis on reducing waste</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>24. ...tighter enforcement of work rules and administrative regulations</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>25. ...eliminating favoritism and applying discipline more fairly</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>26. ...promoting group involvement through human relations training</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>27. Which two (2) of the above are the MOST important factors that could raise your productivity in your current job? (by number please):</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>1. Number _____ is the most important factor</td>
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<tr>
<td>2. Number _____ is second most important factor</td>
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</table>
The following questions seek more specific information than the previous questions. Please check the phrase that appropriately completes each lead-in statement. If any of the boxes you check are connected by lines to the another part of the question, please complete that part also. The purpose of the multi-part question is to pinpoint actions that are likely to increase productivity in each area which you feel could be improved.

Please read the statements carefully and take time to think out your responses. No one knows your job better than you do. So your views are very important. The comments and suggestions you write are extremely valuable to the productivity improvement effort. Do fill in the space provided with your insights and suggestions.

28. In comparing my current job with other jobs in our organization, and with similar employment elsewhere, my job...
   □, is better than similar employment in other organizations.
   □, has about the same rewards as other similar jobs.
   □, is not as rewarding as similar jobs.
   My job is less attractive because... (mark more than one, if applicable)
   □ a. pay is lower than other jobs that require the same work.
   □ b. advancement/promotion opportunities are limited.
   □ c. there is less job security than other types of employment.
   □ d. expected standards of performance are unfair.
   □ e. other ___________________________________

29. Irregular, unscheduled delays interfere with my work...
   □ only occasionally and are not serious.
   □ about 15 to 30 minutes per day.
   □ over half an hour during an average day.
   The main cause (or causes) of delays are...
   □ a. waiting in line to get or use equipment.
   □ b. waiting for material or supplies.
   □ c. waiting for job assignments or customers.
   □ d. waiting for information to be delivered.
   □ e. other: ________________________________
   What can be done to reduce this waiting?

30. Morale and the spirit of cooperation in my work group...
   □ is high — we feel that we are members of a winning team.
   □ is average — we are friends, but have slight team spirit.
   □ is low — we each do our own thing and don't really care about others.
   What single factor has most helped to raise morale?
   ________________________________________
   What single factor has hurt morale the most?
   ________________________________________
31. The quality of output (product or service) provided by my area...

□ is above average — importance of quality is continually stressed.
□ is average — quality standards are known but not stressed.
□ is below average — quality should be and can be improved.

Things that tend to reduce quality in my area are...

- a. inferior items or materials to work with.
- b. inferior equipment or facilities.
- c. faulty information.
- d. inadequate supervision and inspection.
- e. other problems:

What can be done to improve quality?

32. I believe that the area in which I work...

□ is safe, well designed, and pleasant to work in.
□ is safe, but some irritating conditions could be removed.
□ is unsafe.

What types of improvement in your work area would make your work more efficient? (Mark more than one, if applicable)

□ a. Improved lighting □ d. Better housekeeping
□ b. Comfortable temperature □ e. Rearrangement of equipment
□ c. Noise control □ f. Greater privacy
□ g. Other improvements that are needed: __________________________

33. If conditions were ideal, how much could your personal productivity increase? (That is, your output per hour.)

□ 0 - 5%
□ 6% - 15%
□ 16% - 25%
□ 26% - 50%
□ Over 50%

34. The five factors listed below are measures of productivity for your organization. Please distribute 10 points among the five factors to indicate their relative importance. For example, each factor would receive 2 points if all factors were equally important, or a factor that you feel is much more vital than the others might receive 3 or 4 points. Remember, total points must add up to 10.

- QUANTITY (amount of goods or services produced)
- QUALITY (level of performance and output excellence)
- TIMELINESS (proportion of work completed on time)
- RESOURCE UTILIZATION (effective use of people and machines)
- MATERIAL UTILIZATION (minimization of waste)

_________ points = TOTAL

Thank you very much for your cooperation in this survey. DO NOT sign your name, but you are invited to add additional comments in the space below.