

# New Measures for Wave 2

## ORGANIZATIONAL CLIMATE (Caseworker Survey)

### **NEW MEASURE: GLISSON'S ORGANIZATIONAL SOCIAL CONTEXT (OSC)**

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P\_OC0

[IF WAVE 2, CONTINUE. ELSE GOTO P\_OCEND.]

The final questions assess the culture, climate, and social context of the agency. For the next few minutes, please use the laptop computer to read the questions and enter your answers in private. For each statement, pick one response that best represents how you feel. If you have any questions or need help with the computer, please let me know.

INTERVIEWER: TURN THE LAPTOP OVER TO THE CASEWORKER. WHEN HE/SHE IS DONE WITH THE MODULE, GO THROUGH THE REMAINING SCREENS THAT INDICATE THE CASE IS COMPLETE.

P\_OC1a

For each of the questions that follow, enter your answers using the number keys at the top of the keyboard, Then press then [Enter] key to save your answer and move on to the next question.

If you do not know the answer to a particular question, please press the [F3] key at the top of the keyboard to enter a "don't know" response. To "refuse" a particular question, press the [F4] key.

How often do your coworkers show signs of stress?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC2a

I have to ask a supervisor or coordinator before I do almost anything.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent

4 = A very great extent

P\_OC3a

I really care about the fate of this organization.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC4a

I can easily create a relaxed atmosphere with the clients I serve.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC5a

Members of my organizational unit are expected to have up-to-date knowledge.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC6a

How often does your job interfere with your family life?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC7a

I understand how my performance will be evaluated.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC8a

How satisfied are you with the chance to do something that makes use of your abilities?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC9a

Members of my organizational unit are expected to avoid being different.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC10a

I feel like I'm at the end of my rope.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC11a

I am willing to put in a great deal of effort in order to help this organization be successful.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC12a

I feel exhilarated after working closely with the clients I serve.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent

3 = A great extent

4 = A very great extent

P\_OC13a

Members of my organizational unit are expected to be critical.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC14a

The same procedures are to be followed in most situations.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC15a

A person can make his or her own decisions without checking with anyone else.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC16a

I feel I treat some of the clients I serve as impersonal objects.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC17a

Members of my organizational unit are expected to improve the well-being of each client.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent

4 = A very great extent

P\_OC18a

I have accomplished many worthwhile things in this job.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC19a

How satisfied are you with the chances of advancement?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC20a

Once I start an assignment, I am not given enough time to complete it.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC21a

Members of my organizational unit are expected to evaluate how much we benefit clients.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC22a

To what extent are the objectives and goals of your position clearly defined?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent



4 = A very great extent

P\_OC23a

This agency provides numerous opportunities to advance if you work for it.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC24a

We usually work under the same circumstances day to day.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC25a

Members of my organizational unit are expected to stay uninvolved.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC26a

I deal very effectively with the problems of the clients I serve.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC27a

My job responsibilities are clearly defined.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC28a

I am proud to tell others that I am part of this organization.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC29a

Members of my organizational unit are expected to criticize mistakes.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC30a

How satisfied are you with the freedom to use your own judgment?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC31a

This agency emphasizes growth and development.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC32a

When I face a difficult task, the people in my agency help me out.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC33a

Members of my organizational unit are expected to place the well-being of clients first.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC34a

I find that my values and the organization's values are very similar.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC35a

People here always get their orders from higher up.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC36a

No matter how much I do, there is always more to be done.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC37a

Members of my organizational unit are expected to find ways to serve clients more effectively.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent

3 = A great extent

4 = A very great extent

P\_OC38a

I know what the people in my agency expect of me.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC39a

I feel fatigued when I get up in the morning and have to face another day on the job.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC40a

To what extent do your coworkers trust each other?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC41a

Members of my organizational unit are expected to avoid problems.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC42a

How satisfied are you with the feeling of accomplishment you get from your job?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent

4 = A very great extent

P\_OC43a

There is only one way to do the job – the boss's way.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC44a

This agency rewards experience, dedication and hard work.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC45a

Members of my organizational unit are expected to be stern and unyielding.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC46a

We are to follow strict operating procedures at all times.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC47a

I feel used up at the end of the workday.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent



P\_OC48a

I feel I'm positively influencing other people's lives through my work.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC49a

Members of my organizational unit are expected to act in the best interest of each client.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC50a

People here do the same job in the same way everyday.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC51a

Members of my organizational unit are expected to become more effective in serving clients.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC52a

I talk up this organization to my friends as a great organization to work for.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent

3 = A great extent

4 = A very great extent

P\_OC53a

In my work I am calm in dealing with the emotional problems of others.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC54a

Members of my organizational unit are expected to be competitive with coworkers.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC55a

How satisfied are you with the prestige your job has within the community?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC56a

Whenever we have a problem, we are supposed to go to the same person for an answer.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC57a

There can be little action until a supervisor or coordinator approves the decision.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent

3 = A great extent

4 = A very great extent

P\_OC58a

Members of my organizational unit are expected to go along with group decisions.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC59a

I feel burned out from my work.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC60a

I have become more callous towards people since I took this job.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC61a

Any decision I make has to have a supervisor's or coordinator's approval.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC62a

Members of my organizational unit are expected to strive for excellence.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent

4 = A very great extent

P\_OC63a

Rules and regulations often get in the way of getting things done.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC64a

How satisfied are you with being able to do things the right way?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC65a

Interests of the clients are often replaced by bureaucratic concerns such as paperwork.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC66a

Members of my organizational unit are expected to interact positively with others.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC67a

There is a feeling of cooperation among my coworkers.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent

3 = A great extent

4 = A very great extent



P\_OC68a

To what extent is it possible to get accurate information on policies and administrative procedures?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC69a

How satisfied are you with the chance to try your own approaches to working with clients?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC70a

Members of my organizational unit are expected to learn new tasks.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC71a

How well are you kept informed about things that you need to know?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC72a

How often is there friction among your coworkers?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent

3 = A great extent

4 = A very great extent

P\_OC73a

To what extent are you constantly under heavy pressure on your job?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC74a

Members of my organizational unit are expected to follow rather than lead.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC75a

How satisfied are you with the chance to do things for clients?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC76a

This organization really inspires the very best in me in the way of job performance.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC77a

I have to do things on my job that are against my better judgment.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent

4 = A very great extent

P\_OC78a

Members of my organizational unit are expected to be dominant and assertive.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC79a

There are not enough people in my agency to get the work done.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC80a

There are more opportunities to advance in this agency than in other jobs in general.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC81a

How often do you end up doing things that should be done differently?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC82a

Members of my organizational unit are expected to be available to each client we serve.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent

4 = A very great extent

P\_OC83a

The amount of work I have to do keeps me from doing a good job.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC84a

I am extremely glad that I chose to work for this organization.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC85a

How things are done around here is left pretty much up to the person doing the work.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC86a

Members of my organizational unit are expected to pay attention to details.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC87a

I feel emotionally drained from my work.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent

4 = A very great extent



P\_OC88a

It's hard to feel close to the clients I serve.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC89a

How satisfied are you with the recognition you get for doing a good job?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC90a

Members of my organizational unit are expected to not make waves.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC91a

The same steps must be followed in processing every piece of work.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC92a

How often do you have to bend a rule in order to carry out an assignment?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC93a

I worry that this job is hardening me emotionally.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC94a

Members of my organizational unit are expected to be number one.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC95a

I feel I'm working too hard on my job.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC96a

How often do you feel unable to satisfy the conflicting demands of your supervisors?

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC97a

For me this is the best of all possible organizations to work for.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent

4 = A very great extent

P\_OC98a

Members of my organizational unit are expected to plan for success.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC99a

I feel that I am my own boss in most matters.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC100a

Members of my organizational unit are expected to be thoughtful and considerate.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC101a

Opportunities for advancement in my position are much higher compared to those in other positions.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC102a

Members of my organizational unit are expected to defeat the competition.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent

3 = A great extent

4 = A very great extent

P\_OC103a

At times, I find myself not really caring about what happens to some of the clients.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC104a

Inconsistencies exist among the rules and regulations that I am required to follow.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC105a

Members of my organizational unit are expected to be responsive to the needs of each client.

- 0 = Not at all
- 1 = A slight extent
- 2 = A moderate extent
- 3 = A great extent
- 4 = A very great extent

P\_OC106

Thank you for answering these questions. This information will help us better understand the attitudes and opinions of caseworkers like yourself.

Please turn the laptop back over to the interviewer.

INTERVIEWER: PRESS ENTER TO CONTINUE.

{GOTO P\_OCEND}