



OMB Control #0693-0043

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(NIST Generic Clearance for Usability Data Collections)

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0693-0043. Without this approval, we could not conduct this survey/information collection. Public reporting for this information collection is estimated to be approximately **30 minutes** to respond to the survey, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the NIST: 100 Bureau Drive Gaithersburg, MD 20899-8970 Attn: Job Quality, email: jobquality@nist.gov

Job Quality Assessment

Introduction

The challenge of attracting and retaining a diverse, productive, engaged workforce has grown significantly in recent years. Workers seek quality jobs, and companies that prioritize job quality become employers of choice. Job quality is not just about the job; it is a combination of key drivers that are important to each worker's overall employment experience. Pay and benefits matter, and so do a multitude of other factors such as workplace safety and health, having a voice in decision making, scheduling predictability, feeling valued, skills building, and advancement. Together, these distinguish an employer of choice from the rest. Completing the survey is a first step in improving worker satisfaction, engagement, and retention. It is essential to understand the needs, expectations, and desires of your organization's current and future workforce, before deciding on what changes to make.

How to Use This Survey

Below are 33 simple questions that can be answered in less than 30 minutes. The questions are based on the 8 drivers of job quality described in the [Job Quality Toolkit](#). Empirical studies and real-life experience have shown that these drivers are all important to some degree; however, their importance will vary across employee groups, organizations, and industries. In the questionnaire below we are looking for aggregated business data, not information about specific businesses. Information we get back will make the next iteration of the Job Quality Toolkit better tailored for businesses of differing types (i.e., size, sector).

To the best of your ability, answer the questions about your organization's activities in each of the 8 driver areas. Your organization will probably not have activities in all areas. Your objective for using the survey is to identify areas of potential strength that your organization can build on and potential challenges that may need addressing.

Each job quality question should be rated on a scale of 1 to 4. One is a low score (meaning you strongly disagree) and four is the high score (meaning you strongly agree).



General Questions

What is your organization type?

Manufacturing

Service

Small Business

Education

Health Care

Nonprofit

Government

Other

What is your organization's US Zip Code?

What year was your organization started?

What is the total number of employees in your organization?





Recruitment and Hiring

Instructions: Each question should be rated on a scale of 1 to 4. One is a low score (strongly disagree) and four is a high score (strongly agree). "I don't know" responses are scored as 0.

1. My organization attracts and hires qualified workers.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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2. My organization uses modern approaches to recruit potential workers.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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3. My organization follows a consistent process to onboard and orient all new workers.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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4. My organization retains high performers.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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Benefits

5. My organization recognizes that there are many kinds of benefits beyond things like paid leave, health insurance, and a retirement plan.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

6. My organization seeks workers' input about benefits that they want and need.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

7. My organization offers a variety of needed benefits.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

8. My organization encourages workers to use their benefits.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know





Diversity, Equity, Inclusion, & Accessibility (DEIA)

9. My organization takes action to recruit from a diverse pool of candidates.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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10. My organization makes diversity, equal opportunity, and inclusion for all an obvious part of the culture.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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11. My organization demonstrates its values through policies, practices, and leadership actions.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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12. My organization supports all workers to feel like they belong.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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13. My organization has a diverse (i.e. race, gender, identities, backgrounds) group of decision makers across leadership and management.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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Empowerment & Representation

14. In my organization, workers are heard and respected by leadership.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

15. In my organization, workers share ideas about the organization, the work being done, and working conditions in my organization.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

16. In my organization, workers are able to express concerns and make requests or complaints without fear of retaliation.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

17. In my organization, workers contribute to decisions about their work, how work is performed, and organizational direction.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know



Job Security & Working Conditions

18. My organization takes action to support worker safety, health, and wellness.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

19. My organization takes action to address workers' feelings about job security.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

20. My organization offers flexibility in work schedules, locations, and hours, where possible.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

21. My organization ensures adequate and predictable work hours.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know



Organizational Culture

22. My organization has leaders that show they care.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

23. My organization demonstrates that it values workers and respects them through policies, practices, and leadership actions.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

24. My organization intentionally engages workers to support them in feeling like they belong.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know

25. My organization takes action to address worker satisfaction and engagement.

Strongly
Disagree

Somewhat
disagree

Somewhat
agree

Strongly
agree

I don't know



Pay

26. My organization pays appropriately for the work done.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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27. My organization pays fairly and consistently across the organization.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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28. My organization pays fairly compared to other, similar organizations.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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29. My organization pays enough for workers to live in this area.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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Skills & Career Advancement

30. My organization provides specific, job-centered training and development.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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31. My organization asks workers about their training needs and career goals.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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32. My organization proactively supports workers in their career advancement.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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33. My organization plans for succession to replace key people - workers and management.

Strongly Disagree	Somewhat disagree	Somewhat agree	Strongly agree	I don't know
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Response Feedback

The following reflects the attitude and activities of your organization in each of the 8 driver areas of job quality. Please note that answering "I don't know" resulted in a zero score for that item. Categories with four items have a maximum score of 16, those with five have a maximum score of 20.

Recruitment and Hiring Score (16), your score: 0

Your organization can improve by choosing from the list of strategies and actions in the Job Quality Toolkit one-pager on [Recruitment and Hiring](#). Reach out to [The Alliance for Performance Excellence](#) or your local [MEP Center](#) if you are interested in taking your organization's job quality journey further.

Benefits (16), your score: 0

Your organization can improve by choosing from the list of strategies and actions in the Job Quality Toolkit one-pager on [Benefits](#). Reach out to [The Alliance for Performance Excellence](#) or your local [MEP Center](#) if you are interested in taking your organization's job quality journey further.

Diversity, Equity, Inclusion, & Accessibility (20), your score: 0

Your organization can improve by choosing from the list of strategies and actions in the Job Quality Toolkit one-pager on [Diversity, Equity, Inclusion, & Accessibility](#). Reach out to [The Alliance for Performance Excellence](#) or your local [MEP Center](#) if you are interested in taking your organization's job quality journey further.

Empowerment & Representation (16), your score: 0

Your organization can improve by choosing from the list of strategies and actions in the Job Quality Toolkit one-pager on [Empowerment & Representation](#). Reach out to [The Alliance for Performance Excellence](#) or your local [MEP Center](#) if you are interested in taking your organization's job quality journey further.

Job Security & Working Conditions (16), your score: 0

Your organization can improve by choosing from the list of strategies and actions in the Job Quality Toolkit one-pager on [Job Security & Working Conditions](#). Reach out to [The Alliance for Performance Excellence](#) or your local [MEP Center](#) if you are interested in taking your organization's job quality journey further.

Organizational Culture (16), your score: 0

Your organization can improve by choosing from the list of strategies and actions in the Job Quality Toolkit one-pager on [Organizational Culture](#). Reach out to [The Alliance for Performance Excellence](#) or your local [MEP Center](#) if you are interested in taking your organization's job quality journey further.

Pay (16), your score: 0

Your organization can improve by choosing from the list of strategies and actions in the Job Quality Toolkit one-pager on [Pay](#). Reach out to [The Alliance for Performance Excellence](#) or your local [MEP Center](#) if you are interested in taking your organization's job quality journey further.

Skills & Career Advancement (16), your score: 0

Your organization can improve by choosing from the list of strategies and actions in the Job Quality Toolkit one-pager on [Skills & Career Advancement](#). Reach out to [The Alliance for Performance Excellence](#) or your local [MEP Center](#) if you are interested in taking your organization's job quality journey further.