

Job Diagnostic Survey and Organizational Cultural Competence Assessment

The following survey questions were used during the Boston University “Organizational Cultural Competence Assessment: An Intervention and Evaluation” project.

Information regarding the reliability of the scales used in this survey can be found in the following article:

Allensworth-Davies, D., Leigh, J., Pukstas, K., Geron, S. M., Hardt, E., Brandeis, G., et al. (2007). Country of origin and racio-ethnicity: Are there differences in perceived organizational cultural competency and job satisfaction among nursing assistants in long-term care? *Health Care Management Review* 32(4): 321-329.



Job Diagnostic Survey Questions

Instructions: Please read the statements and then circle your answer. Please answer as honestly as possible.

Skill Variety	Very Little		Moderate		Very Much		
To what extent does the job require you to do many different things at work, using a variety of your skills and talents?	1	2	3	4	5	6	7
	Very Inaccurate	Mostly Inaccurate	Slightly Inaccurate	Uncertain	Slightly Accurate	Mostly Accurate	Very Accurate
The job requires me to use a number of complex or high level skills.	1	2	3	4	5	6	7
The job is quite simple and repetitive.	1	2	3	4	5	6	7

Task Identity	Very Little		Moderate		Very Much		
To what extent does your job involve doing a “whole” piece of work? That is, is the job a complete piece of work that has a beginning and end?	1	2	3	4	5	6	7
	Very Inaccurate	Mostly Inaccurate	Slightly Inaccurate	Uncertain	Slightly Accurate	Mostly Accurate	Very Accurate
The job is arranged so that I can do an entire piece of work from beginning to end.	1	2	3	4	5	6	7
The job provides me the chance to completely finish the pieces of the work I begin.	1	2	3	4	5	6	7

Task Significance	Very Little		Moderate		Very Much		
How much are the results of your work likely to affect the lives or well-being of other people?	1	2	3	4	5	6	7
	Very Inaccurate	Mostly Inaccurate	Slightly Inaccurate	Uncertain	Slightly Accurate	Mostly Accurate	Very Accurate
This job is one where a lot of other people can be affected by how well the work gets done.	1	2	3	4	5	6	7
The job itself is very significant in the broader scheme of things.	1	2	3	4	5	6	7

Autonomy	Very Little		Moderate		Very Much		
To what extent does your job permit you to decide on your own how to go about doing the work?	1	2	3	4	5	6	7
	Very Inaccurate	Mostly Inaccurate	Slightly Inaccurate	Uncertain	Slightly Accurate	Mostly Accurate	Very Accurate
The job gives me a chance to use my personal initiative or judgment in carrying out the work.	1	2	3	4	5	6	7
The job gives me a lot of opportunity for independence and freedom in how I do the work.	1	2	3	4	5	6	7

Feedback Internal to the Job	Very Little		Moderate		Very Much		
	1	2	3	4	5	6	7
To what extent does the job require you to do many different things at work, using a variety of your skills and talents?	1	2	3	4	5	6	7
Does the actual work itself provide clues about how well you are doing – aside from any feedback co-workers or supervisors may provide?	1	2	3	4	5	6	7
	Very Inaccurate	Mostly Inaccurate	Slightly Inaccurate	Uncertain	Slightly Accurate	Mostly Accurate	Very Accurate
Just doing the work required by the job provides many chances for me to figure out how well I am doing.	1	2	3	4	5	6	7

General Satisfaction

	Disagree Strongly	Disagree	Disagree Slightly	Neutral	Agree Slightly	Agree	Agree Strongly
Generally speaking, I am very satisfied with this job.	1	2	3	4	5	6	7
I frequently think of quitting this job.	1	2	3	4	5	6	7
I am generally satisfied with the kind of work I do on this job.	1	2	3	4	5	6	7
Most people in this job are very satisfied with the job.	1	2	3	4	5	6	7
People on this job often think of quitting.	1	2	3	4	5	6	7

Internal Work Motivation

	Disagree Strongly	Disagree	Disagree Slightly	Neutral	Agree Slightly	Agree	Agree Strongly
My opinion of myself goes up when I do this job well.	1	2	3	4	5	6	7
I feel a great sense of personal satisfaction when I do this job well.	1	2	3	4	5	6	7
I feel bad and unhappy when I discover that I have performed poorly on this job.	1	2	3	4	5	6	7
My own feelings are <i>not</i> affected much one way or the other by how well I do on this job.	1	2	3	4	5	6	7
Most people on this job feel a great sense of personal satisfaction when they do the job well.	1	2	3	4	5	6	7
Most people on this job feel bad or unhappy when they find out that they have performed the work poorly.	1	2	3	4	5	6	7

Demographics

Instructions: Please answer the following questions by placing an “x” on the line next to your answer.

What is your position on this job?

- (1) RN (registered nurse)
- (2) LPN (licensed practical nurse)
- (3) CNA (certified nursing assistant)
- (4) nursing assistant (not certified)
- (5) CNA with additional training
(GNAS or team leader or senior CNA)
- (6) other

How long have you worked at this facility?

(write the number)

Years months

What is your age?

- (1) 18-24
- (2) 25-34
- (3) 35-44
- (4) 45-54
- (5) 55-64
- (6) over 64

What is your race/ethnicity?

- (1) American Indian or Alaska native
- (2) Asian
- (3) Black or African American
- (4) Cape Verdean
- (5) Caribbean American
- (6) Native Hawaiian or other Pacific Islander
- (7) Spanish, Hispanic, or Latino
- (8) White
- (9) Other, Describe: _____

What country were you born in? (write in space)

Which Language do you speak in your home? (write in space)

How do you rate your ability to speak English?

- (1) Very Good
- (2) Good
- (3) Fair
- (4) Poor

Workplace Cultural Competency

Instructions: Please read the statements and then circle your answer.
Please answer as honestly as possible.

	Disagree Strongly	Disagree	Neutral	Agree	Agree Strongly
This a comfortable place for employees of different races/cultures to work.	1	2	3	4	5
At this facility, employees from different races and cultures communicate well with each other.	1	2	3	4	5
Management would want to know if I see a co-worker being treated unfairly because of their race or culture.	1	2	3	4	5
Management would want to know if I see a resident being treated unfairly because of their race or culture.	1	2	3	4	5
I have been instructed how to respond if I see a co-worker being treated unfairly because of their race or culture.	1	2	3	4	5
I have been instructed how to respond if I see a resident being treated unfairly because of their race or culture.	1	2	3	4	5
I know how to respond if I see a co-worker being treated unfairly because of their race or culture.	1	2	3	4	5
I know how to respond if I see a resident being treated unfairly because of their race or culture.	1	2	3	4	5

Perceived Co-worker Attitudes

Instructions: Please read the statements and then circle your answer. Please answer as honestly as possible.

	Disagree Strongly	Disagree	Neutral	Agree	Agree Strongly	Does Not Apply
At work, I sometimes feel that my race and cultural background is a limitation.	1	2	3	4	5	NA
At work, many people have stereotypes about my race or cultural group and treat me as if they were true.	1	2	3	4	5	NA
At work, people think I am unfriendly when in fact I have trouble speaking in English.	1	2	3	4	5	NA
At work, I sometimes feel that people do not want me to succeed because of my race or cultural background.	1	2	3	4	5	NA
At work, it bothers me when people pressure me to act more like them.	1	2	3	4	5	NA
At work, I do not get enough recognition because I am different.	1	2	3	4	5	NA
My accent is a limitation at work.	1	2	3	4	5	NA
At work, I feel that others do not include me from activities because of my race or cultural background.	1	2	3	4	5	NA
At work, people look down on me if I practice customs of my culture.	1	2	3	4	5	NA