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ROUTING AND RECORD SHEET

SUBJECT: (Optional)

WWSB ON OMS SECRETARY/MANAGER ATTITUDE QUESTIONNAIRE

FROM:

C/PMCD/OP

EXTENSION

NO.

OP 86-2359

DATE

31 OCT 1986

TO: (Officer designation, room number, and building)

DATE

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

RECEIVED

FORWARDED

1.	DD/PA&E	DATE		OFFICER'S INITIALS
		RECEIVED	FORWARDED	
1.	DD/PA&E		11/3	↗
2.				
3.	EO-D/OP	NOV 4 1986		Ⓚ
4.				
5.	DD/OP			BJC
6.				
7.	D/OP	NOV 4 1986		✓
8.				
9.	A C/PMCD	NOV 8 1986		
10.				
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12.				
13.				
14.				
15.				

BOB,
Attached is the OMS/PSD attitude survey for secretaries and managers overseas and domestic. It is the unclassified version of the one distributed at headquarters on 20 October. Although PSD is the author, PMCD agreed to take care of the electronic dissemination of the one going overseas. Once we have your release, we will send electronically to DA/SSA who will coordinate release with DO/OMS.

PMCD - doesn't need to come back
UP to DD/OP
6 NOV 1986

This should not go out w/o a deadline for it to be returned.

FORM 1-79 **610** USE PREVIOUS EDITIONS

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SUBJECT: SECRETARY/SUPERVISOR ATTITUDE SURVEY ON NEW SECRETARY SYSTEM

by / Feb 87

1. Following is an attitude survey for secretaries and their supervisors to complete and return ~~prompt~~. The survey asks for information about the new secretarial career system as well as secretarial job satisfaction. The first section is to be completed independently by the secretary and the second section, beginning at para 5, is to be completed independently by the supervisor. Please make a copy of the questionnaire for each secretary and supervisor, send in the answers, and then destroy all field copies. Answers may be written on the survey form and the hardcopy pouched directly, EYES ONLY, to OMS/PSD or answers can be sent by telepouch to OMS/PSD. To ensure complete anonymity, please do not put your name on the survey forms. Thank you. We appreciate your taking the time to answer the questions.

2. Attitudes Toward the Secretarial Career System
(For Secretaries to Complete. Supervisors see para 5):

The questions in this section deal with your attitudes and opinions about the Secretarial Career System. There are no right or wrong answers to any of these statements. Do not spend too much time on any one statement.

For each of these questions please indicate on a 5-point scale how much you agree or disagree. The points on the scale are defined as follows:

- A - Agree
- B - Tend to agree
- C - Undecided
- D - Tend to disagree
- E - Disagree

- ___ 1. The Secretarial Career System will have a negative effect on the secretarial occupation.
- ___ 2. I will be paid more fairly under the new pay system.
- ___ 3. My future will be brighter under the Secretarial Career System.
- ___ 4. Training will be very important for advancement under the Secretarial Career System.
- ___ 5. The satisfaction I get from working for the organization will not change much with the new system.

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- ___ 6. The salary that I receive under the new system will be more competitive with private industry.
- ___ 7. Fewer secretaries will leave the organization because of the new Secretarial Career System.
- ___ 8. It will be difficult for me to get the training I'll need to advance under the new system.
- ___ 9. The Secretarial Career System will have a positive effect on morale.
- ___ 10. I'll have less responsibility under the Secretarial Career System.
- ___ 11. Even with the new system I'll probably leave the organization to work somewhere else.
- ___ 12. Under the new system I'll feel more like part of a team.
- ___ 13. With the new system I will be expected to participate more in making decisions.
- ___ 14. Overall, I am not in favor of the Secretarial Career System.
- ___ 15. The Secretarial Career System will improve communication between me and my supervisor.
- ___ 16. Compliance with training requirements will be very disruptive in my office.

3. Job Satisfaction Inventory (For Secretaries to Complete)

The statements in this section ask you how you feel about your job. If you have more than one supervisor, pool your feelings and give us your best response. For each of these statements please indicate on a 5-point scale how much you agree or disagree. The points on the scale are defined as follows:

- A - Agree
- B - Tend to agree
- C - Undecided
- D - Tend to disagree
- E - Disagree

- ___ 17. I have experienced a growth in skills over the past year.
- ___ 18. My job requires me to be creative.
- ___ 19. My co-workers give me less cooperation than they should.
- ___ 20. My supervisor watches me too closely.
- ___ 21. I am getting paid as much as I would outside the organization.
- ___ 22. My supervisor gives confusing instructions.
- ___ 23. Current opportunities for advancement are excellent.
- ___ 24. Some aspects of my job are too difficult for me.
- ___ 25. I rarely see the results of my work.
- ___ 26. Management fails to explain adequately to employees the reasons for its actions.
- ___ 27. My supervisor listens to my suggestions.
- ___ 28. I would turn down a chance to change my present job for one of equal pay, security, and status.
- ___ 29. My supervisor makes too many technical mistakes.
- ___ 30. I get along well with my co-workers.
- ___ 31. I have done a good job.
- ___ 32. There are too many people telling me what to do.

- ___ 33. I can trust my supervisor.
- ___ 34. I would probably advance more quickly in private industry than in this organization.
- ___ 35. My supervisor makes sound decisions.
- ___ 36. My supervisor is unwilling to act on new ideas that I think have merit.
- ___ 37. I successfully complete a project or some aspect of it every week.
- ___ 38. My supervisor gets along well with his boss.
- ___ 39. I am rarely asked to participate in the planning of my career development.
- ___ 40. I know what my supervisor thinks of me and my work.
- ___ 41. In terms of interests and attitudes I have a lot in common with my fellow workers.
- ___ 42. My work bores me.
- ___ 43. My supervisor has shown interest in my career development.
- ___ 44. My chances for promotion in this organization are good.
- ___ 45. At the end of the day I wonder what I have accomplished.
- ___ 46. I can make my ideas known to management.
- ___ 47. For the work I do I am underpaid.
- ___ 48. I feel ill at ease in the presence of my supervisor.
- ___ 49. My supervisor allows me to make my own decisions on how I do my work.
- ___ 50. I have enough work assigned to keep me busy.
- ___ 51. My present job is in the area of work (not necessarily the same job) I wish to remain in permanently.
- ___ 52. I get challenging, important assignments.
- ___ 53. My supervisor fails to provide me with the materials, information, or assistance I need to do my best work.
- ___ 54. Management makes an effort to solicit my ideas outside the formal suggestion system.
- ___ 55. I am discouraged in my present job.
- ___ 56. There is a communication gap between management and employees.
- ___ 57. My supervisor is well-qualified technically.
- ___ 58. My job is usually so easy it isn't interesting.
- ___ 59. My rate of advancement has been slower than I was led to believe.
- ___ 60. I usually receive praise for my work when I have done a good job.
- ___ 61. Decisions affecting my assignments and career are made with little regard for my own preferences.
- ___ 62. The longer I work for this organization, the more I feel I belong.
- ___ 63. I have little opportunity to use my abilities in this organization.
- ___ 64. Current promotional opportunities are fair.
- ___ 65. The method used to evaluate my performance leaves much to be desired.
- ___ 66. Sometimes I feel that my job counts for very little in this organization.
- ___ 67. I really feel part of this organization.
- ___ 68. If I have a complaint to make, I feel free to talk to someone in management.
- ___ 69. I feel I contribute to the office-team effort to get the job done.
- ___ 70. Filling in a questionnaire like this is a good way to let management know what employees think.
- ___ 71. I think some good may come from a questionnaire like this.

4. Demographic Information (For Secretaries to Complete)

The questions in this section deal with your position in the organization.

___ 72. What is your current grade under the new secretary schedule?

- A. Secretary Trainee
- B. Secretary
- C. Senior Secretary
- D. Executive Secretary

___ 73. Which do you feel is most accurate in describing your skills and abilities?

- A. Secretary Trainee
- B. Secretary
- C. Senior Secretary
- D. Executive Secretary

___ 74. Which do you feel is most accurate in describing the level of duties in your present job?

- A. Secretary Trainee
- B. Secretary
- C. Senior Secretary
- D. Executive Secretary

___ 75. How many years have you worked for this organization?

- A. Less than one year.
- B. At least one year but less than three years.
- C. At least three years but less than five years.
- D. At least five years but less than ten years.
- E. Ten years or longer.

___ 76. Do you work full time or part time?

- A. Full Time
- B. Part Time

END OF SECRETARY'S PART OF THE SURVEY

5. Attitudes Toward the Secretarial Career System
(For Supervisors to Complete)

The questions in this section deal with your attitudes and opinions about the Secretarial Career System. There are no right or wrong answers to any of these statements. Do not spend too much time on any one statement. For each of these questions please indicate on a 5-point scale how much you agree or disagree. The points on the scale are defined as follows:

- A - Agree
- B - Tend to agree
- C - Undecided
- D - Tend to disagree
- E - Disagree

- ___ 1. The Secretarial Career System will have a negative effect on the secretarial occupation.
- ___ 2. My secretary will be paid more fairly under the new pay system.
- ___ 3. My secretary's future will be brighter under the Secretarial Career System.
- ___ 4. Training will be very important for advancement under the Secretarial Career System.
- ___ 5. The satisfaction my secretary gets from working for the organization will not change much with the new system.
- ___ 6. The salary that my secretary receives under the new system will be more competitive with private industry.
- ___ 7. Fewer secretaries will leave the organization because of the new Secretarial Career System.
- ___ 8. It will be difficult for my secretary to get the training she'll need to advance under the new system.
- ___ 9. The Secretarial Career System will have a positive effect on morale.
- ___ 10. My secretary will have less responsibility under the Secretarial Career System.
- ___ 11. Even with the new system my secretary will probably leave the organization to work somewhere else.
- ___ 12. Under the new system my secretary will feel more like part of a team.
- ___ 13. With the new system my secretary will be expected to participate more in making decisions.
- ___ 14. Overall, I am not in favor of the Secretarial Career System.
- ___ 15. The Secretarial Career System will improve communication between me and my secretary.
- ___ 16. Compliance with training requirements will be very disruptive in my office.

6. Management Perceptions of Secretarial Job Satisfaction
(For Supervisors to Complete)

The statements in this section ask you to evaluate how you believe your secretary feels about her job. We are interested in your perceptions, so please do not ask your secretary for "the answer." If you have more than one secretary, pool your feelings and give us your best response.

For each of these statements please indicate on a 5-point scale how much you believe your secretary would agree or disagree. The points on the scale are defined as follows:

- A - Agree
- B - Tend to agree
- C - Undecided
- D - Tend to disagree
- E - Disagree

- ___ 17. My secretary feels that she has experienced a definite growth in skills during the past year.
- ___ 18. My secretary thinks that her job requires her to be creative.
- ___ 19. My secretary feels that her co-workers give her less cooperation than they should.
- ___ 20. My secretary thinks that I watch her too closely.
- ___ 21. My secretary believes that she is getting paid as much as she would outside the organization.
- ___ 22. My secretary thinks that I give confusing instructions.
- ___ 23. My secretary believes that current opportunities for advancement are excellent in her occupation.
- ___ 24. My secretary thinks that some aspects of her job are too difficult for her.
- ___ 25. My secretary believes that she rarely sees the results of her work.
- ___ 26. My secretary thinks that management fails to explain adequately to employees the reasons for its actions.
- ___ 27. My secretary feels that I listen to her suggestions.
- ___ 28. My secretary believes that she would turn down a chance to change her present job for one of equal pay, security, and status.
- ___ 29. My secretary thinks that I make too many technical mistakes.
- ___ 30. My secretary feels that she gets along well with her co-workers.
- ___ 31. My secretary feels that she has done a good job.
- ___ 32. My secretary thinks that there are too many people telling her what to do.
- ___ 33. My secretary believes that she can trust me.
- ___ 34. My secretary thinks that she would probably advance more quickly in private industry than in this organization.
- ___ 35. My secretary thinks that I make sound decisions.
- ___ 36. My secretary thinks that I am unwilling to act on ideas that she thinks has merit.
- ___ 37. My secretary believes that she successfully completes a project or some aspect of it every week.

- ___ 38. My secretary thinks that I get along well with my boss.
- ___ 39. My secretary feels that she is rarely asked to participate in the planning of her career development.
- ___ 40. My secretary knows what I think of her and her work.
- ___ 41. In terms of interests and attitudes my secretary believes she has a lot in common with her fellow workers.
- ___ 42. My secretary feels that her work bores her.
- ___ 43. My secretary feels that I have shown interest in her career development.
- ___ 44. My secretary thinks that her chances for promotion in this organization are good.
- ___ 45. At the end of the day my secretary wonders what she has accomplished.
- ___ 46. My secretary thinks that she can make her ideas known to management.
- ___ 47. My secretary feels that she is underpaid for the work she does.
- ___ 48. My secretary feels ill at ease in my presence.
- ___ 49. My secretary feels that I allow her to make her own decisions on how she does her work.
- ___ 50. My secretary thinks that she has enough work assigned to keep her busy.
- ___ 51. My secretary believes that her present job is in the area of work (not necessarily the same job) she wishes to remain in permanently.
- ___ 52. My secretary thinks that she gets challenging, important assignments.
- ___ 53. My secretary believes that I fail to provide her with the materials, information, or assistance she needs to do her best work.
- ___ 54. My secretary thinks that management makes an effort to solicit her ideas outside the formal suggestion system.
- ___ 55. My secretary feels discouraged in her present job.
- ___ 56. My secretary thinks that there is a communication gap between management and employees.
- ___ 57. My secretary thinks that I am well-qualified technically.
- ___ 58. My secretary thinks that her job is usually so easy that it isn't interesting.
- ___ 59. My secretary thinks that her rate of advancement will be slower than she was led to believe.
- ___ 60. My secretary usually receives praise for her work when she has done a good job.
- ___ 61. My secretary thinks that decisions affecting her assignments and career are made with little regard for her own preferences.
- ___ 62. The longer my secretary works for this organization, the more she feels she belongs.
- ___ 63. My secretary thinks that she has little opportunity to use her abilities in this organization.
- ___ 64. My secretary thinks that current promotional opportunities are fair.
- ___ 65. My secretary thinks that the method used to evaluate her performance leaves much to be desired.

- ___ 66. Sometimes my secretary feels that her job counts for very little in this organization.
- ___ 67. My secretary really feels part of this organization.
- ___ 68. If my secretary has a complaint to make, she feels free to talk to someone in management.
- ___ 69. My secretary feels she contributes to the office-team effort to get the job done.
- ___ 70. My secretary thinks that filling in a questionnaire like this is a good way to let management know what employees think.
- ___ 71. My secretary feels that some good may come from a questionnaire like this.

7. DEMOGRAPHIC INFORMATION (For Supervisors to Complete)

- ___ 72. Your current grade is:
 - A. GS-7, GS-8, or GS-9
 - B. GS-10, GS-11, or GS-12
 - C. GS-13, GS-14, or GS-15
 - D. Senior Service - level 1 or 2
 - E. Senior Service - level 3 or higher

- ___ 73. Which do you feel is most accurate in describing your secretary's skills and abilities?
 - A. Secretary Trainee
 - B. Secretary
 - C. Senior Secretary
 - D. Executive Secretary

- ___ 74. Which do you feel is most accurate in describing your secretary's level of duties in her present job?
 - A. Secretary Trainee
 - B. Secretary
 - C. Senior Secretary
 - D. Executive Secretary

- ___ 75. How many years have you worked for this organization?
 - A. Less than five years.
 - B. At least five years but less than ten years.
 - C. At least ten years but less than fifteen years.
 - D. At least fifteen years but less than twenty years.
 - E. Twenty years or longer.

END

Thank you, PSD/OMS.