



Measuring job satisfaction in surveys

Comparative analytical report

Questionnaire

1. Aim and structure of the questionnaire

The main objective of this comparative analytical report is to assess whether and how the job satisfaction issue is addressed in the national surveys and to highlight some data and trends on job satisfaction. The report will reveal how national surveys produce data on job satisfaction, focusing on the methodologies used, and will present available data on job satisfaction.

Thus, the questionnaire is divided into three main sections. The first section mainly focuses on the national surveys dealing with job satisfaction (priority given to the national working conditions surveys) and the methodological frame used. In this section, the national correspondents are asked to identify which surveys deal with job satisfaction, what questions are asked, how questions are presented and what definitions are used in those questions.

The second section aims to gather available data on general job satisfaction and job satisfaction broken down by some of its determinants. Whenever possible, trends should be identified.

Finally, the last section focuses on the analytical aspects of job satisfaction. National correspondents are asked to identify correlations between job satisfaction and other variables related to organisational practices that may be present in national survey data reports, and to identify interesting pieces of conceptual or meta-analysis of job satisfaction.

2. Questions to the national correspondents

Preliminary notes:

- Please keep to the questionnaire structure when answering the questions.
- Remember: No questions to go without an answer. Please give information whenever there is no information/data available or explain why the question cannot be answered. If you have any other relevant information but are not sure whether this relates directly to a particular question, please include it in an annex.
- Bear in mind that the full length of your response should be 2,500–3,000 words. Therefore, try to keep your answers balanced, aiming at 800–1,000 words per section of the questionnaire.

Section 1: Survey sources(s) and questions

1 – Is job satisfaction addressed as an issue in your national working conditions surveys? Do other national surveys include any questions on job satisfaction?

Please identify sources and survey methodology (also mention first year of implementation, regularity (periodicity), time frame (e.g. over the last 12 months), population, sample size and frame, data collection methodology, etc).

2 – Are the questions regarding job satisfaction in national surveys single-item questions or multi-facet questions? Are there ‘indirect’ job satisfaction questions in the survey, e.g. scale questions of the type ‘Your job gives you the feeling of work well done’?

- Please specify how questions are formulated (i.e. the text of the questions used in the surveys) and, if applicable, identify different facets used.
- If possible, briefly mention the evolution in questions used in national surveys: which questions were added, which questions were removed, etc.
- Is a scale used? What kind of scale?

An example of an overall (single-item) job satisfaction question is:

‘How satisfied are you with your work or main activity?’

An example of a multi-item or multi-facet question regarding job satisfaction is:

‘How satisfied are you with...

...earnings?

...job security?

...type of work?

...number of working hours?

...working time?

...working conditions/environment?

...distance to work/commuting?’

3 – If definitions of overall job satisfaction or job satisfaction facets are used in questions in national surveys, please give them.

Section 2: Survey data and trends

4 – Provide data, including trends if possible, on general job satisfaction.

Please also provide the latest data available on the following possible job satisfaction correlates:

- gender;
- age (if possible, use the Labour Force Survey age classes: 15 to 24 years, 25 to 34 years, 35 to 44 years, 45 to 54 years, 55 to 64 years and 65 years old or more);

- marital status;
- parenting/number of children;
- education;
- job status (permanent/fixed-term, employee/self-employed, full/part-time);
- occupational background (current job);
- sector of employment/major industry (use, if possible, the standard NACE classification, 1-digit).

Section 3: Secondary analysis of survey data on job satisfaction

5 – Is there any assessment of the relationship between job satisfaction and other variables related to organisational practices/independent work-related practices in national survey data analysis/reports? Briefly mention the main findings on the cross-tabulation between the following factors and job satisfaction:

- Job autonomy
 - Working time and work–life balance issues
 - Worker participation or involvement

Note: In case you do not have any available information on the cross-tabulations referred to above, please try to provide data on the relationship between the following factors and job satisfaction: work-related stress and income/salary.

6 – Please answer one of the following questions (6a, 6b or 6c – 500 words maximum):

6a – Are there any examples of interesting conceptual or meta-analysis of job satisfaction – interpretative approaches to job satisfaction? Please summarise the main findings.

6b – Are there any examples of interesting survey approaches to quantifying and measuring job satisfaction – methodological aspects of capturing job satisfaction data in surveys? Please summarise the main findings.

6c – Is there any interesting piece of analysis on job satisfaction and its correlations? Please summarise the main research findings (preferably in relation to one of the job satisfaction correlations identified in Question 5).