

COMMUNICATION EVALUATION SURVEY

Based on the *Questionnaire Survey* by the International
Communication Association

Instructions

Please circle your responses on the survey form. Please answer all questions since each is important for possibly improving the operation of your organization. If there are any questions which do not apply to you, leave them blank. If there are questions which you do not understand, please ask us about them. We appreciate your patience for this important survey. There is a total of 38 questions divided into 5 sections:

1. Receiving information from others
2. Sending information to others
3. Sources of information
4. Timeliness of information
5. Channels of communication

PLEASE MARK ONLY ONE RESPONSE TO EACH QUESTION

Receiving Information from Others

Instructions for Questions 1 through 7

- 1 = Very Little
2 = Little
3 = Some
4 = Great
5 = Very Great

This is the amount
of information I
receive now

Topic Area

- | | | | | | |
|--|---|---|---|---|---|
| 1. How well I am doing in my job. | 1 | 2 | 3 | 4 | 5 |
| 2. My job duties. | 1 | 2 | 3 | 4 | 5 |
| 3. Organizational policies. | 1 | 2 | 3 | 4 | 5 |
| 4. Pay and benefits. | 1 | 2 | 3 | 4 | 5 |
| 5. How technological changes affect my job. | 1 | 2 | 3 | 4 | 5 |
| 6. Mistakes and failures of my organization. | 1 | 2 | 3 | 4 | 5 |
| 7. How I am being judged. | 1 | 2 | 3 | 4 | 5 |

Sending Information to Others

1 = Very Little

2 = Little

3 = Some

4 = Great

5 = Very Great

This is the amount
of information I
send now

Topic Area

8. Reporting what I am doing in my job.	1	2	3	4	5
9. Reporting what I think my job requires me to do.	1	2	3	4	5
10. Reporting job-related problems	1	2	3	4	5
11. Complaining about my job and/or working	1	2	3	4	5
12. Requesting information necessary to do my job.	1	2	3	4	5
13. Evaluating the performance of my immediate supervisor	1	2	3	4	5
14. Asking for clearer work instructions.	1	2	3	4	5

Sources of Information

You *not only* receive various kinds of information, but can receive such information from *various sources* within the organization. For each source listed below, circle the response that best indicates: (1) the amount of information you *are* receiving from that source

- 1 = Very Little
- 2 = Little
- 3 = Some
- 4 = Great
- 5 = Very Great

This is the amount
of information I
receive now

Sources of Information

- | | | | | | |
|---|---|---|---|---|---|
| 15. Subordinates (if applicable) | 1 | 2 | 3 | 4 | 5 |
| 16. Co-workers in my own unit or department | 1 | 2 | 3 | 4 | 5 |
| 17. Individuals in <i>other units</i> or departments in my organization | 1 | 2 | 3 | 4 | 5 |
| 18. Immediate supervisor | 1 | 2 | 3 | 4 | 5 |
| 19. Department meetings | 1 | 2 | 3 | 4 | 5 |
| 20. Middle Management | 1 | 2 | 3 | 4 | 5 |
| 21. Formal management presentations | 1 | 2 | 3 | 4 | 5 |
| 22. Top management | 1 | 2 | 3 | 4 | 5 |
| 23. The "grapevine" | 1 | 2 | 3 | 4 | 5 |

Timeliness of Information Received from Key Sources

Indicate the extent to which information from the following sources is usually *timely* (you get information when you need it -- not too early, not too late).

1 = Very Little

2 = Little

3 = Some

4 = Great

5 = Very Great

24. Subordinates (if applicable)	1	2	3	4	5
25. Co-workers	1	2	3	4	5
26. Immediate supervisor	1	2	3	4	5
27. Middle management	1	2	3	4	5
28. Top management	1	2	3	4	5
29. "Grapevine"	1	2	3	4	5

Channels of Communication

Instructions for Questions 107 through 122

The following questions list a variety of channels through which information is transmitted to employees. Please circle the response which best indicates: (1) the amount of information you *are* receiving through that channel

1 = Very Little

2 = Little

3 = Some

4 = Great

5 = Very Great

This is the amount
of information I
receive now

Channel:

Face-to-face contact between two people	31.	1	2	3	4	5
Face-to-face contact among more than two people	32.	1	2	3	4	5
Telephone	33.	1	2	3	4	5
Written (memos, letters)	34.	1	2	3	4	5
Bulletin Boards	35.	1	2	3	4	5
Internal Publications	36.	1	2	3	4	5
Internal Audio-Visual Media (Videotape, Films, Slides)	37.	1	2	3	4	5
External Media (TV, Radio, Newspapers)	38.	1	2	3	4	5

