

(file 2-24-03)

November 12, 2002

Dear Nurse Aide,

The managers of Peach Tree Place would like to get your opinions about your job. This will help the managers better understand how the nurse aides see their job. Your opinions will also be helpful to us at the University of North Texas since we are hoping to learn more about work as a nurse aide.

The questionnaire will take about 15 - 20 minutes to complete. There are no right or wrong answers. We simply want to get your opinions. In some cases we do ask a question more than once but this is to make sure that your answers are consistent. We will keep your answers completely confidential. When all the nurse aides have completed the questionnaire, the answers will be combined to give an overall report on how nurse aides' see their job. Nobody's individual answers will be seen by the managers.

If you choose not to complete the questionnaire, you will not be penalized. If you have any questions about the survey or questionnaire, please feel free to ask us in person or give one of us a call. And, thank you for your help.

Sincerely,

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Please use the following scale to answer the questions below:

1-----2-----3-----4-----5
Disagree Disagree Neutral Agree Agree
Strongly Strongly Strongly Strongly Strongly

- _____ 1. Training is available whenever I need it.
- _____ 2. When I ask for information related to my work or the residents, I usually get it right away.
- _____ 3. The certified nurse aides (CNAs) do their work in a well organized way.
- _____ 4. CNAs are given special recognition for doing a good job.
- _____ 5. I am NOT always able to make sure each resident has eaten all that she or he wants.
- _____ 6. Generally speaking, I am very satisfied with my job.
- _____ 7. I feel a strong sense of belonging to this nursing home.
- _____ 8. I feel that I am a valuable person, at least as valuable as others.
- _____ 9. I feel burned out from my work.
- _____ 10. I feel I treat some residents as if they were impersonal objects.
- _____ 11. I feel I am positively influencing other people's lives through my work.
- _____ 12. When working, I usually have all the supplies and work materials I need (towels, gowns, etc.).
- _____ 13. The procedures (or steps) that the nurse aides use, to care for residents, are effective (good).
- _____ 14. I do NOT have all the skills and knowledge needed to do a good job.
- _____ 15. The nurse aides decide who will do what each day.
- _____ 16. I am allowed to make my own decisions about how I do my work.
- _____ 17. I sometimes provide new ideas at work that are used.
- _____ 18. The charge nurses listen to the suggestions of CNAs.
- _____ 19. When CNAs make suggestions on how to do their work, the management staff (such as the administrator and DON) considers their suggestions seriously.
- _____ 20. Nurse aides have to rely on the "grapevine" or rumors for information.
- _____ 21. Doing a good job at work is rewarded with higher pay.
- _____ 22. CNAs who do a good job are recognized for their good work.

1-----2-----3-----4-----5
Disagree Disagree Neutral Agree Agree
Strongly Strongly Strongly Strongly Strongly

- _____ 1. I am fairly paid for the work I do.
- _____ 2. I have a break room or other private area I can use when I take a break.
- _____ 3. When CNAs make suggestions, someone listens to them and gives them feedback.
- _____ 4. Training is available whenever I need it.
- _____ 5. I work with the management staff in making decisions about my work.
- _____ 6. Usually, we have enough CNAs working to do a good job.
- _____ 7. I have the support that I need from the other nurse aides to do a good job.
- _____ 8. I can easily understand how my residents feel about things.
- _____ 9. The CNAs are NOT well organized when they do their work.
- _____ 10. I will probably not be working as a nurse aide at this nursing home in a year from now.
- _____ 11. I am NOT always able to turn the residents in bed when they should be turned.
- _____ 12. I don't really care what happens to some residents.
- _____ 13. I feel emotionally drained from my work.
- _____ 14. I feel that I have a number of good qualities (things about myself).
- _____ 15. I feel emotionally attached to this nursing home.
- _____ 16. I am very satisfied with the kind of work I do.
- _____ 17. I have all the skills and knowledge needed to do a good job, and I use them.
- _____ 18. Nurse aides use effective (or good) procedures (or steps) for caring for residents.
- _____ 19. When I am working, I usually have all the supplies and work materials I need to do a good job.
- _____ 20. I have accomplished many worthwhile (good) things in this job.
- _____ 21. The management staff (such as the DON and administrator) listen to the suggestions of CNAs.
- _____ 22. When CNAs make suggestions on how to do the work, charge nurses seriously consider them.
- _____ 23. I sometimes provide solutions to problems at work that are used.
- _____ 24. The CNAs must ask for permission before making decisions about how to do their work.

1-----2-----3-----4-----5
Disagree Disagree Neutral Agree Agree
Strongly

- _____ 1. The CNAs decide on the order in which to do things.
- _____ 2. Whenever I need additional training, I can get it.
- _____ 3. If a CNA suggestion is not used, the CNAs are usually provided reasons why.
- _____ 4. I feel I am fairly paid for the work I do.
- _____ 5. If I work hard, I will eventually be rewarded with higher pay.
- _____ 6. When a new resident is admitted, I am given all the information I need about the new resident.
- _____ 7. Usually, we do NOT have enough CNAs working to do a good job.
- _____ 8. Whenever CNA work must be changed, the CNAs are usually asked how they think the work should be changed.
- _____ 9. The CNAs get in each other's way.
- _____ 10. I can easily create a relaxed atmosphere with my residents.
- _____ 11. I can trust the other nurse aides I work with to lend me a hand if I need it.
- _____ 12. I am currently looking for another job but not at this nursing home.
- _____ 13. I am NOT always able to ask each resident if she or he needs anything.
- _____ 14. My job is a very satisfying one.
- _____ 15. I do NOT feel a strong sense of belonging to this nursing home.
- _____ 16. I feel I do NOT have much to be proud of.
- _____ 17. I feel used up at the end of my shift.
- _____ 18. I've become less sensitive toward people since I took the job.
- _____ 19. I deal very effectively with the problems of my residents.
- _____ 20. When I need supplies or work materials, I can usually get them (such as towels, gowns, etc.).
- _____ 21. The procedures we use to care for residents are effective (good).
- _____ 22. The CNAs provide information that is used in a resident's care plan.
- _____ 23. While at work, I make many decisions on my own or with other nurse aides.
- _____ 24. I sometimes suggest new ways for doing the work that are used.

