



Job Review Questionnaire

Human Resources (HQ) is working with Shaker Consulting Group to review a number of bargaining-unit jobs. As a part of this project, you have been randomly selected to help us learn more about what is required for your work. Although participation is completely voluntary, we are hoping you will help us by providing information related to your job activities and the skills needed to complete them.

This questionnaire should take about 45 minutes to complete and must be done at work and on the clock. All responses will be kept strictly confidential and be reported in summary form only. The information you provide will be used to help us identify the most important activities of your job and to learn about those skills and abilities that are most critical to doing it well.

Please mark your responses using a blue or black pen. Once you are finished, place the completed questionnaire in the self-addressed, stamped envelope provided and return it via mail to Shaker Consulting Group by December 8, 2017.

THANK YOU!

Your input is critical to the success of this project. We sincerely appreciate your time and thank you for your participation!

EMPLOYEE ID #	
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Redacted

Please verify the following information. All survey responses will be kept confidential.

FULL NAME	Redacted
EMPLOYEE ID #	Redacted
JOB TITLE (E.G., SSDA, PSE VARIANT)	HIGHWAY TRANSPORTATION CLK

PARTICIPANT VERIFICATION	Yes	No
	(Accurate)	(Inaccurate)
	<input type="radio"/>	<input type="radio"/>

Please indicate whether the information listed above is accurate.

①

②

KEY BACKGROUND QUESTIONS Fill in the bubble associated with your choice completely.	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I understand what is required for success in my job.

①

②

③

④

⑤

I can accurately answer questions about my job responsibilities.

①

②

③

④

⑤

Job Analysis Questionnaire

Section 1 Instructions: Work Activity Ratings

In this section of the questionnaire, you will be asked about the different work activities you may perform in your current job. You will rate each work activity in terms of how important it is for performing your job effectively.

PLEASE USE THE ENTIRE RATING SCALE. We are trying to tell the difference between activities that are most important, somewhat important, or not important.

[EXAMPLE] Write clearly and concisely

How IMPORTANT is it for you to write clearly and concisely in your job?

- (1) Not Required on Job: *Writing clearly is not part of your job.*
- (2) Unimportant: *You can definitely perform your job well even if you cannot write clearly.*
- (3) Somewhat Important: *You can probably perform your job well even if you cannot write clearly.*
- (4) Important: *It is unlikely that you can perform your job well unless you can write clearly.*
- (5) Very Important: *It is extremely unlikely that you can perform your job well unless you can write clearly.*
- (6) Critical: *You cannot perform your job well unless you can write clearly.*

INSTRUCTIONS: Use the scale provided to rate how important each of the WORK ACTIVITIES listed below is to performing your job. Fill in the bubble associated with your choice completely, using a blue or black pen.						
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> INCORRECT </div> <div style="text-align: center;"> CORRECT </div> </div>						
WORK ACTIVITY	Not Required on the Job 1	Unimportant 2	Somewhat Important 3	Important 4	Very Important 5	Critical 6
Ex. Write clearly and concisely	1	2	3	4	5	6



Not Required on the Job	Unimportant	Somewhat Important	Important	Very Important	Critical
1	2	3	4	5	6

INSTRUCTIONS: Use the scale provided to rate how important each of the WORK ACTIVITIES listed below is to performing your job. Fill in the bubble associated with your choice completely, using a blue or black pen.

INCORRECT **CORRECT**

☐ ☐ ☐ ☒

 ☐ ☐ ☒ ☐

Not Required on the Job	Unimportant	Somewhat Important	Important	Very Important	Critical
1	2	3	4	5	6

WORK ACTIVITY

WORK ACTIVITY

1. Provide frequent and open candid feedback.
2. Advise others how to apply their skills and abilities.
3. Appeal to others based on emotion.
4. Get people excited about an idea.
5. Admit when you're wrong.
6. Accept responsibility for your coworkers' actions.
7. Stick to what you believe is morally correct.
8. Use technical knowledge to solve problems.
9. Effectively use job-specific and technical knowledge.
10. Respond promptly to situations.
11. Carry out tasks without being asked by others.
12. Use equipment and resources efficiently.
13. Don't waste time or resources.
14. Set and achieve high goals for yourself.
15. Produce high-quality results.
16. Do the most important tasks first.
17. Establish priorities based on what is most important.
18. Complete tasks in a timely manner.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
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1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

19. Manage time efficiently.
20. View situations without preconceived notions.
21. Recognize the impact of your emotions on your judgment.
22. Suggest creative and original ideas.
23. Come up with new solutions to old problems.
24. Think of the big picture when solving a problem.
25. Gather information from different sources before making a decision.
26. Be sensitive to those from other cultures.
27. Build effective working relationships with people from a wide range of countries and cultures.
28. Accept changes to your workplace and work processes.
29. Adapt to new processes, policies and procedures.
30. Maintain and improve quality and performance over time.
31. Find better ways to accomplish important tasks.
32. Seek out opportunities to learn even when you don't have to.
33. Devote time to learning new skills.
34. Demonstrate toughness when faced with difficult challenges.
35. Be strong in the face of hard times.
36. Avoid saying or doing something just to gain others' approval.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
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1	2	3	4	5	6
1	2	3	4	5	6
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1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6



Not Required on the Job	Unimportant	Somewhat Important	Important	Very Important	Critical
1	2	3	4	5	6

INSTRUCTIONS: Use the scale provided to rate how important each of the WORK ACTIVITIES listed below is to performing your job. Fill in the bubble associated with your choice completely, using a blue or black pen.

INCORRECT ☐ ☐ ☐ ☒

CORRECT ☐ ☐ ☒ ☐

Not Required on the Job	Unimportant	Somewhat Important	Important	Very Important	Critical
1	2	3	4	5	6

WORK ACTIVITY

37. Resist being swayed by the group's consensus.
38. Pace yourself for the long haul.
39. Figure out confusing situations.
40. Maintain focus in a changing environment.
41. Follow rules and regulations.
42. Follow standard operating procedures.
43. Invite others to participate.
44. Seek out different opinions.
45. Know when it's right to express feelings.
46. Avoid raising your voice and other extreme emotional reactions.
47. Address conflict right away.
48. Encourage openness among others.
49. Share credit for success.
50. Encourage others.
51. Listen to others' problems.
52. Consider things from others' perspectives.
53. Try to understand the interests and motivations of other people.
54. Put the needs of others ahead of your own.
55. Pitch in and help wherever needed.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
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1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

WORK ACTIVITY

56. Make sound choices without complete information.
57. Balance logic and intuition to arrive at timely conclusions.
58. Use information from different sources and perspectives.
59. Challenge assumptions and probe facts.
60. Understand new information with ease.
61. Apply past experience to current situations to reduce errors.
62. Think about the potential impact of an action.
63. Identify risks based upon information from different sources.
64. Consider multiple options before deciding.
65. Think about several possible solutions.
66. Establish good relationships quickly.
67. Put others at ease.
68. Handle questions and complaints with self-assurance.
69. Convey knowledge about the topic at hand.
70. Ask follow-up questions to make sure you understand.
71. Pay attention to verbal and non-verbal cues in order to understand a message.
72. Change the tone and tempo of your speech.
73. Write clearly and concisely.
74. Make points well in written communications.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
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1	2	3	4	5	6
1	2	3	4	5	6
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1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

Job Analysis Questionnaire

Section 2 Instructions: Skill Ratings

In this section of the questionnaire, you will be asked about the skills you may use in your current job. You will rate each skill in terms of how important it is for performing your job effectively.

PLEASE USE THE ENTIRE RATING SCALE. We are trying to tell the difference between skills that are most important, somewhat important, or not important.

[EXAMPLE] Active listening

How IMPORTANT is it for you to listen actively in your job?

- (1) Not Required on Job: *Active Listening is not part of your job.*
- (2) Unimportant: *You can definitely perform your job well even if you cannot engage in Active Listening.*
- (3) Somewhat Important: *You can probably perform your job well even if you cannot engage in Active Listening.*
- (4) Important: *It is unlikely that you can perform your job well unless you can engage in Active Listening.*
- (5) Very Important: *It is extremely unlikely that you can perform your job well unless you can engage in Active Listening.*
- (6) Critical: *You cannot perform your job well unless you can engage in Active Listening.*

<p>INSTRUCTIONS: Use the scale provided to rate how important each of the SKILLS listed below is to performing your job. Fill in the bubble associated with your choice completely, using a blue or black pen.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p><u>INCORRECT</u></p> </div> <div style="text-align: center;"> <p><u>CORRECT</u></p> </div> </div>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Not Required on the Job</p> <p style="text-align: center;">1</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Unimportant</p> <p style="text-align: center;">2</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Somewhat Important</p> <p style="text-align: center;">3</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Important</p> <p style="text-align: center;">4</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Very Important</p> <p style="text-align: center;">5</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Critical</p> <p style="text-align: center;">6</p>
<p style="text-align: center;">SKILL</p>						
<p>Ex. Active listening</p>	1	2	3	4	5	6



Not Required on the Job	Unimportant	Somewhat Important	Important	Very Important	Critical
1	2	3	4	5	6

INSTRUCTIONS: Use the scale provided to rate how important each of the SKILLS listed below is to performing your job. Fill in the bubble associated with your choice completely, using a blue or black pen.

INCORRECT	CORRECT
<input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/>	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>

Not Required on the Job	Unimportant	Somewhat Important	Important	Very Important	Critical
1	2	3	4	5	6

JOB-RELATED SKILL

JOB-RELATED SKILL

75. Understanding text passages

1	2	3	4	5	6
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76. Listening actively

1	2	3	4	5	6
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77. Effective communication through writing

1	2	3	4	5	6
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78. Speaking effectively

1	2	3	4	5	6
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79. Using mathematics

1	2	3	4	5	6
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80. Critical thinking

1	2	3	4	5	6
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81. Active learning and application of new information

1	2	3	4	5	6
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82. Monitoring self-performance

1	2	3	4	5	6
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83. Attending to social cues

1	2	3	4	5	6
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84. Coordinating tasks with others

1	2	3	4	5	6
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85. Influencing others

1	2	3	4	5	6
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86. Explaining to others how to do things

1	2	3	4	5	6
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87. Desire to help others

1	2	3	4	5	6
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88. Solving complex problems

1	2	3	4	5	6
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89. Typing

1	2	3	4	5	6
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90. Installation of equipment, machines, or programs

1	2	3	4	5	6
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91. Quality control of products/services

1	2	3	4	5	6
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92. Operating equipment/systems

1	2	3	4	5	6
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93. Troubleshooting errors

1	2	3	4	5	6
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94. Machine/system repair

1	2	3	4	5	6
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95. Judgment and decision making

1	2	3	4	5	6
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96. Time management

1	2	3	4	5	6
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97. Monitoring machines

1	2	3	4	5	6
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98. Routine equipment maintenance

1	2	3	4	5	6
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99. Using Postal resources effectively

1	2	3	4	5	6
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100. Splitting attention between two or more tasks

1	2	3	4	5	6
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101. Weighing the urgency and importance of issues to set priorities

1	2	3	4	5	6
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102. Inputting information into computer systems quickly and accurately

1	2	3	4	5	6
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103. Evaluating information to identify inaccuracies

1	2	3	4	5	6
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104. Recalling details and critical information learned recently

1	2	3	4	5	6
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105. Processing cash transactions quickly and accurately

1	2	3	4	5	6
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Thank you for your participation!

Please place your completed Job Analysis Questionnaire packet in the self-addressed, stamped envelope provided; return it to Shaker by 12/8/2017 via mail at:

**Shaker
3201 Enterprise Pkwy, Suite 360
Cleveland, OH 44122**