

Title	MEASURES OF JOB SATISFACTION, ORGANISATIONAL COMMITMENT, MENTAL HEALTH AND JOB-RELATED WELL-BEING
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Brief Introduction	<hr/> <h2 style="text-align: center;">INTRODUCTION</h2> <p>The aim of this manual is to provide benchmarking information for four widely-used measures of employee affective reactions at work. Although psychologists and others have been very industrious in developing such measures and establishing their reliability and validity, they have fallen short in supporting those instruments with adequate comparative data.</p> <p>The paucity of benchmarking information is not difficult to explain. The development of a measure is a relatively self-contained task that can be accomplished by an individual or small group of people within a short period of time. Indeed, it is often undertaken as part of a larger substantive study. To obtain comparable information from a wide range of different settings, however, is a much more demanding (and intrinsically less interesting) task, which typically requires the collection of responses from large numbers of users over longer periods of time. Such data do not accumulate naturally as a function of the subsequent use of measures, be this for practical or research purposes, because authors rarely include sufficient detail in their publications.</p> <p>Nonetheless, gathering information on identical instruments across samples can be almost as important as developing a measure in the first place. This is because scores on scales of employee emotional reaction have no natural or absolute meaning. A mean score of 4.15 for Job-related Anxiety-Contentment for one group of employees, for example, is of limited value by itself; but when set against a score of, say, 3.41 for another group engaged on similar work, it becomes much more interpretable. Such comparisons can be used by the practitioner or researcher for diagnostic or benchmarking purposes. Many organisations now routinely carry out employee opinion surveys incorporating such measures to inform their development plans, but in the absence of systematic comparative data they do not gain the degree of benefit from those exercises that they otherwise might.</p> <p>The importance of such comparative data is firmly established in measurement theory, and is well-catered for in many areas of research and practice. Intelligence test scores, for instance, are firmly anchored in normative data, as are those for leading personality scales. Equivalent progress is needed for measures of job satisfaction, organisational commitment, mental health and</p>