

1. Instructions

Below are questions about how human service delivery organizations work. We would like your perceptions about your role in the service delivery organization where you currently work and the organization's functioning.

The information you provide is important to us. It will not be shared with your boss or others at your workplace and will be held in confidence to the extent permitted by law. The information you provide will not include your name.

Your participation in this study is voluntary. You are free to refuse to participate in the survey or withdraw your consent at any time during the survey. You are free to skip any questions that you do not want to answer on this survey.

If you have any questions about the research, please feel free to contact Dr. Adrine McKenzie, Research Director at (305) 284-6654. For additional questions about your rights as a participant in this survey, please feel free to contact the Human Subjects Research Office at the University of Miami at (305) 243-3195. Dr. Isaac Prilleltensky is the Principal Investigator of the project.

2. SPEC Involvement

* 1. Which organization do you work for?

The Children's Trust

Early Learning Coalition

Community Health of South Florida, Inc.,

Human Services Coalition

Switchboard of Miami

Other

Other (please specify)

3. Human Relations

1. Information is widely shared in this organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One Year Ago	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. There are often breakdowns in communication here.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One Year Ago	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Management involve people when decisions are made that affect them.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. Changes are made without talking to the people involved in them.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

5. People don't have any say in decisions that affect their work.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

6. People feel decisions are frequently made over their heads.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. Welfare

1. This organization pays little attention to the interests of employees.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

2. This organization tries to look after its employees.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

3. This organization cares about its employees.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. This organization tries to be fair in its actions towards employees.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

5. Integration

1. People are suspicious of other departments.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

2. People in different departments are prepared to share information.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

3. There is very little conflict between departments here.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. Collaboration between departments is very effective.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

5. There is very little respect between some of the departments here.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

6. Open Systems

1. In this organization, the way people work together is readily changed in order to improve performance.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

2. The methods used by this organization to get the job done are often discussed.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

3. There are regular discussions as to whether people in the organization are working effectively together.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. In this organization objectives are modified in light of changing circumstances.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

5. In this organization time is taken to review organizational objectives.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

7. Rational Goal

1. People have a good understanding of what the organization is trying to do.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

2. The future direction of the organization is clearly communicated to everyone.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

3. People aren't clear about the aims of the organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. Everyone who works here is well aware of the long term plans and direction of this organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

5. There is a strong sense of where the organization is going.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

8. Efficiency

1. Time and money could be saved if work were better organized.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

2. Things could be done much more efficiently if people stopped to think.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

3. Poor scheduling and planning often result in targets not being met.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. Productivity could be improved if jobs were organized and planned better.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

9. Effort

1. People here always want to perform to the best of their ability.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

2. People are enthusiastic about their work.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

3. People here get by with doing as little as possible.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. People are prepared to make a special effort to do a good job.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

5. People here don't put more effort into their work than they have to.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

10. Sense of Community

1. I feel like a member of this organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

2. I belong in this organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

3. I have a say about what goes on in this organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

4. My thinking is influenced by the shared values and beliefs of this organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

5. I feel connected to this organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

6. I have a good bond with others in this organization.

	Definitely False	Mostly False	Mostly True	Definitely True	N/A
Now	jn	jn	jn	jn	jn
One Year Ago	jn	jn	jn	jn	jn

11. SPEC Knowledge

1. How would you characterize your awareness and knowledge of the SPEC project?

- I'm not at all familiar with this project
- I've heard about it, but I don't really know very much
- I've seen at least one presentation on this project and hear updates from time to time
- I've taken an active role in helping implement some aspects of this project at our organization.
- I'm on the SPEC T-team (but not in the SPEC class), so I'm very familiar with the project at my organization
- I'm enrolled in the SPEC course that meets at UM so I'm very familiar with the project as a whole

12. Background

1. Please provide your job title.

2. Please describe in a few sentences your job/role in the organization.

3. I have been an employee of my organization for about:

- One Year or Less
- 2 to 5 Years
- 6 to 10 Years
- 11 to 20 Years
- 21 or More Years

4. Please indicate your highest level of educational attainment.

- GED or High School
- Associate Degree from 2 Year College
- College
- Masters
- Doctorate
- Other (Please specify below)

Please Specify

5. If you are currently enrolled in college, what is your concentration or major?

6. If you completed college, what was your field of study?

7. If you completed your masters, what was your degree in?

8. If you completed your doctorate, what was your degree in?

13. Demographics

1. Gender

Female

Male

2. Year of Birth

3. Please specify the ethnic or cultural group to which you belong.

White (Non-Hispanic)

Black/African American

Hispanic/Latino

Asian

American Indian

Native Hawaiian/Pacific Islander

Caribbean

Other (please specify)

4. What are the preferred language(s) of the clients and community that your organization serves? List in order of most often to least often.

1.

2.

3.

5. What language do you use most often when speaking with your clients at work? List in order of most often to least often.

1.

2.

3.

6. Do you require any special accommodations (e.g. wheelchair access, etc...) to carry out your duties at work? If yes, please describe.