

# *POQA-R*

## **Personal and Organizational Quality Assessment - Revised**

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**Report for:**

**Name Removed3**

**May 2003 & Sept. 2003 & March/April 2004**

**HeartMath Training & Assessment Coordinated by  
Macquarie Institute Aust Pty Ltd, Sydney**

**Confidential**

## Personal and Organizational Quality Assessment – Revised (POQA-R)

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The POQA-R is a self-report inventory designed to reflect the key psychological and workplace elements that contribute to the overall quality of an organization. The instrument provides a concentrated yet comprehensive assessment in the two main topic areas listed below.

### Personal Quality

- Positive Outlook
- Gratitude
- Motivation
- Calmness
- Fatigue
- Anxiety
- Depression
- Anger Management
- Resentfulness
- Stress Symptoms

### Organizational Quality

- Strategic Understanding
- Value of Contribution
- Manager Support
- Goal Clarity
- Job Challenge
- Work Intensity
- Time Pressure
- Freedom of Expression
- Communication Effectiveness
- Confidence in the Organization
- Work Attitude
- Morale Issues
- Productivity
- Intention to Quit

Personal Quality scales directly reflect employees' day-to-day moods, attitudes and stress-related symptoms. The stress symptom items possess clinical relevance as valid measures of stress, which can exert a significant negative impact on employee health and work performance. Organizational Quality scales are comprised of questions concerning such areas as Strategic Understanding, Goal Clarity and Work Attitude. Organizational Quality scales also examine key areas that influence employee job involvement, performance and important factors related to employee behavior, attitudes toward work, and ability to perform well.

### **ANALYSIS**

Standardized scores enable comparisons of the status or performance of an individual or group with that of some relevant reference group. Standardized scales also enable meaningful comparisons of an individual's or group's performance or status in one domain to that in another. (e.g., anxiety versus depression). The two normative summary pages display the group's average standardized score. Quartiles (the 25th, 50th, and 75th percentiles) divide the graph into four sections. The quartiles are labeled as follows Substantially below average <25th, Below average 25th - 49.9th, Above average 50th - 74.9th, Substantially above average 75th - 100th.

On the remaining pages: Two primary 7-point scales are used in the POQA-R, one asks about how frequently an item is experienced, ranging from "not at all" to "always." Percentages of responses at the top end of the scale, i.e. responses of "Often," "Very Often," or "Always," are reported. The other scale asks how much one disagrees or agrees with a particular statement, ranging from "strongly disagree" to "strongly agree." Percentages of persons that agree or strongly agree are combined and reported as the top end of the scale.

### **REFERENCE GROUP**

Although reference values used for this report are based on a large data set, research with the POQA-R is ongoing. The reference values may be updated from time to time as additional data is added to the database. Currently, the reference data is based on the responses from over 1,000 working adults.

# Personal and Organizational Quality Assessment-Revised

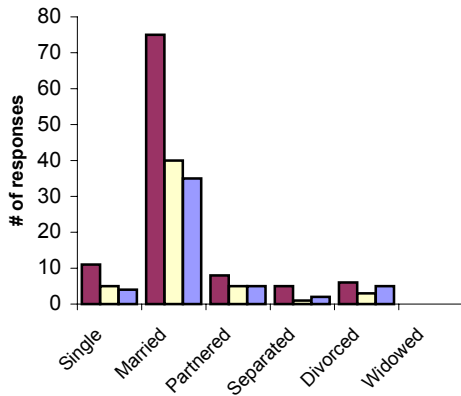
Name Removed3

May 2003 & Sept. 2003 & March/April 2004

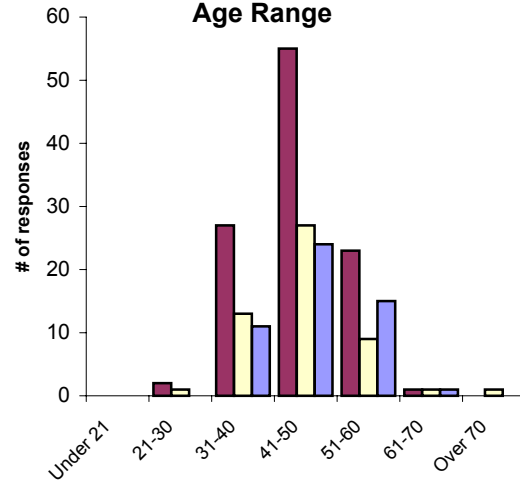
|                  | Total Responses |
|------------------|-----------------|
| May 2003         | 109             |
| Sept. 2003       | 54              |
| March/April 2004 | 51              |

Gender: 59 Males, 50 Females and 0 NA  
 Gender: 36 Males, 17 Females and 1 NA  
 Gender: 34 Males, 17 Females and 0 NA

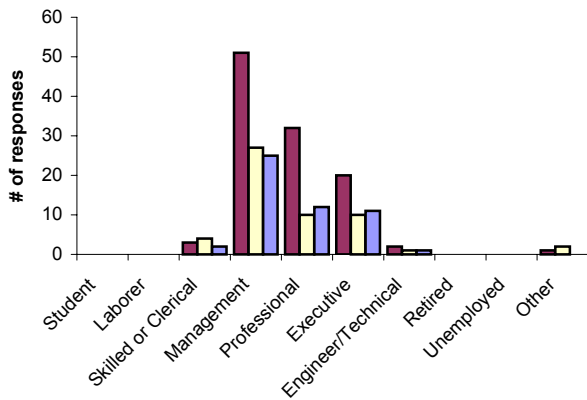
**Marital Status**



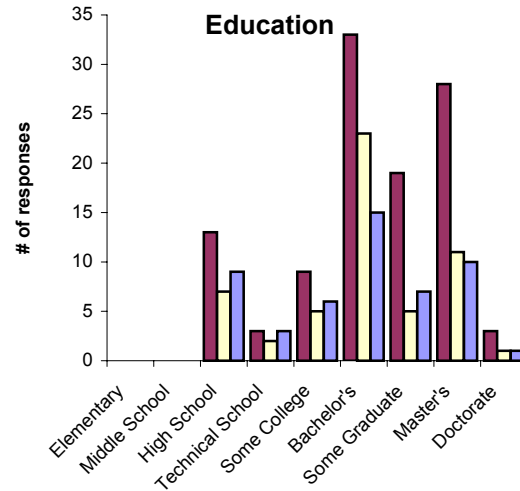
**Age Range**



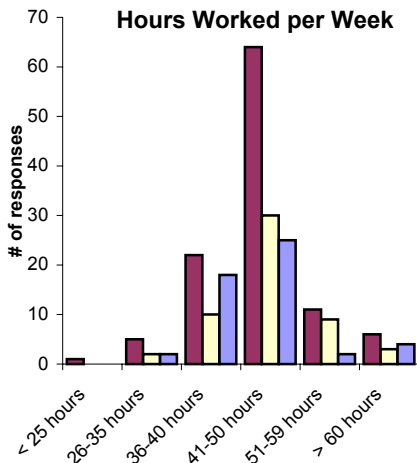
**Employment Status**



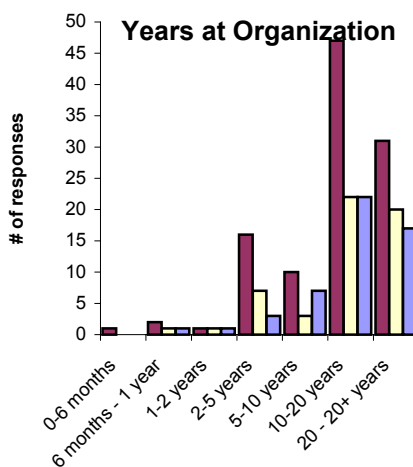
**Education**



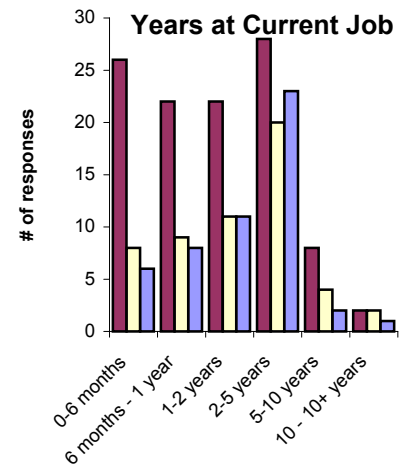
**Hours Worked per Week**



**Years at Organization**



**Years at Current Job**



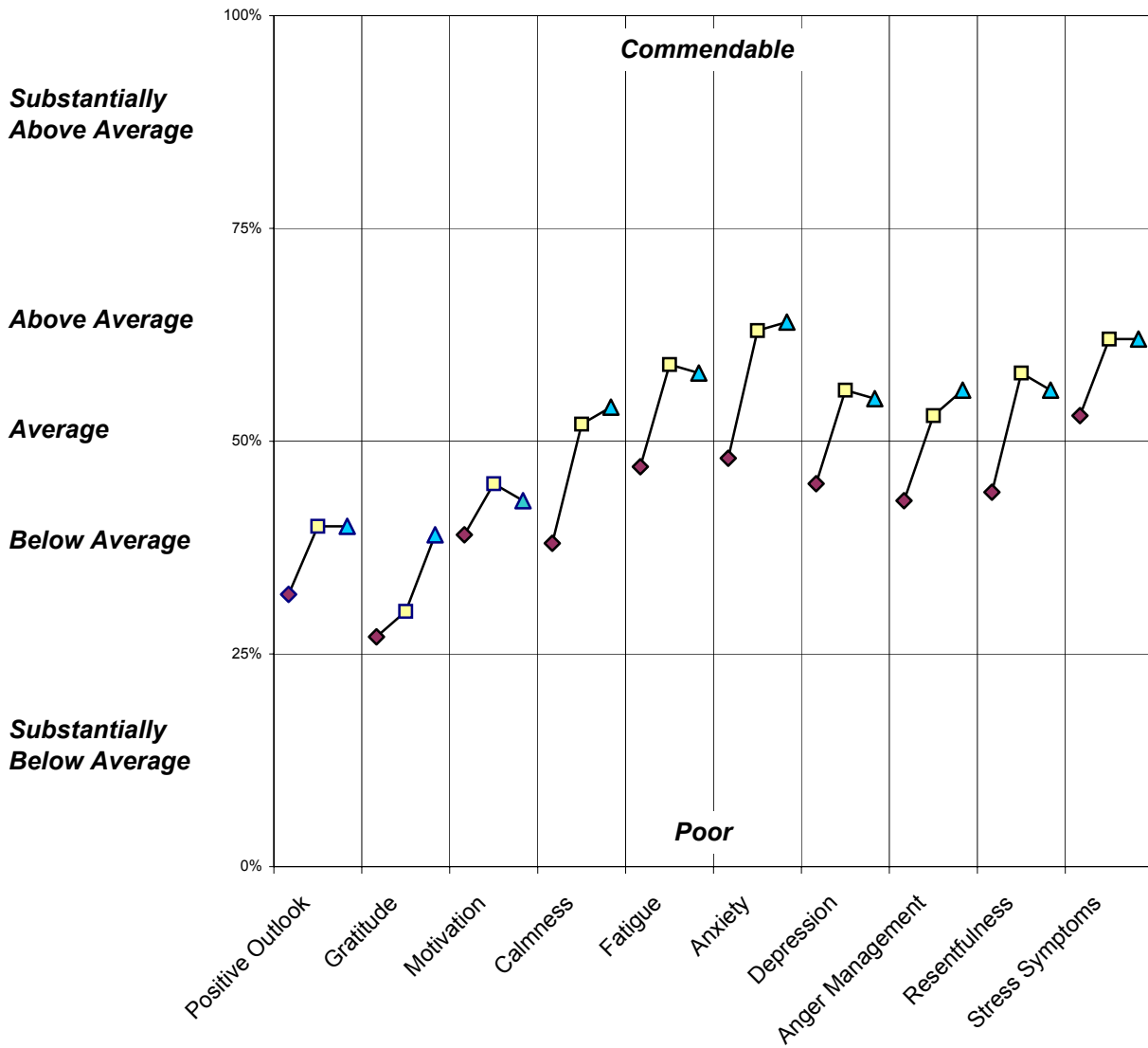
# Personal and Organizational Quality Assessment-Revised

**POQA-R**

**Normative Summary**

Name Removed3

May 2003 & Sept. 2003 & March/April 2004



**PERSONAL**

- ◆ Pre May 2003
- Post Sept. 2003
- ▲ Time 3 March/April 2004

The standardized scales on this page are coded so that the desirable end of the graph is toward the top, where substantially above average would be a commendable result and substantially below average would be a poor result.

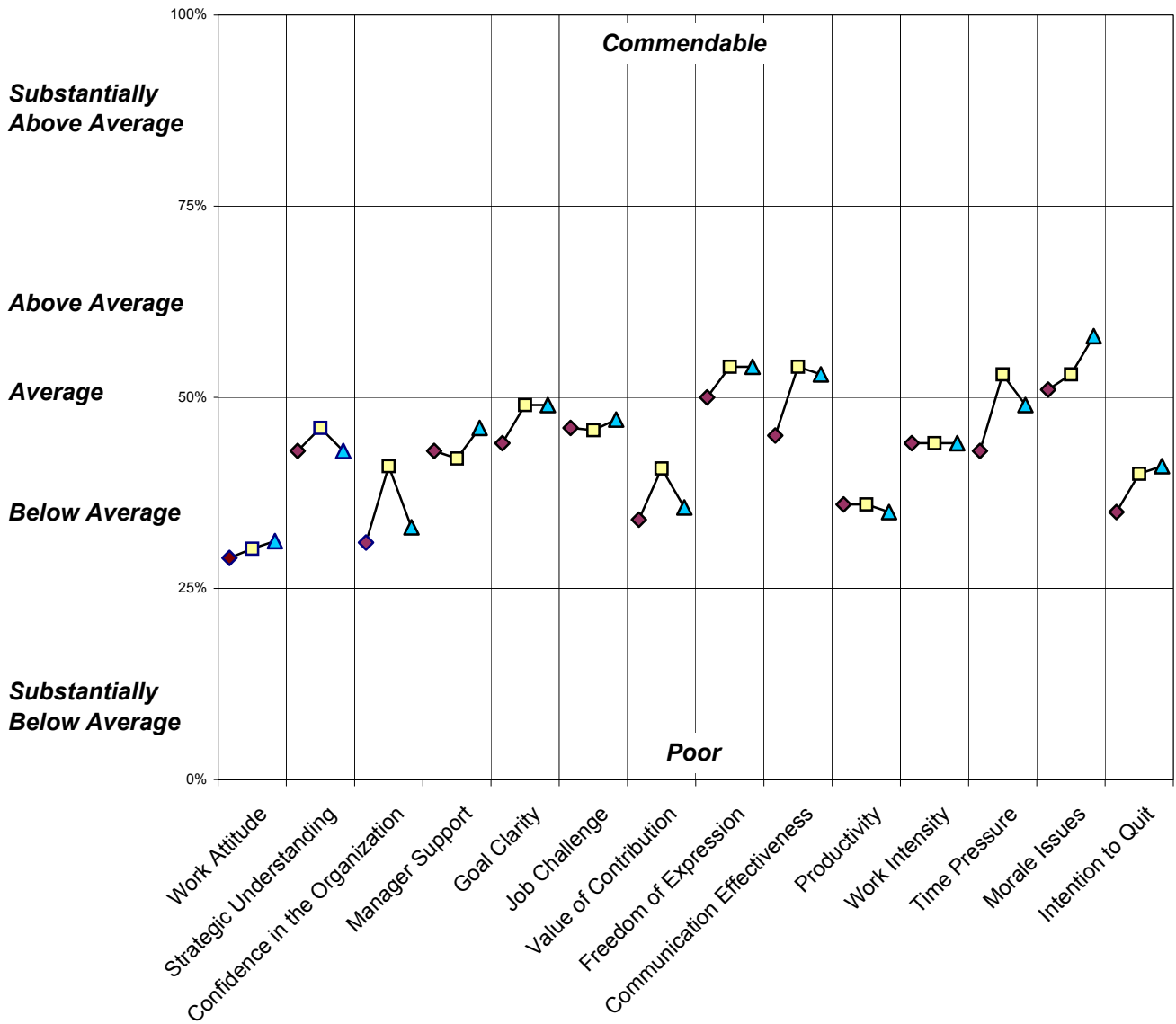
# Personal and Organizational Quality Assessment-Revised

**POQA-R**

**Normative Summary**

Name Removed3

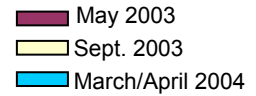
May 2003 & Sept. 2003 & March/April 2004



## ORGANIZATIONAL

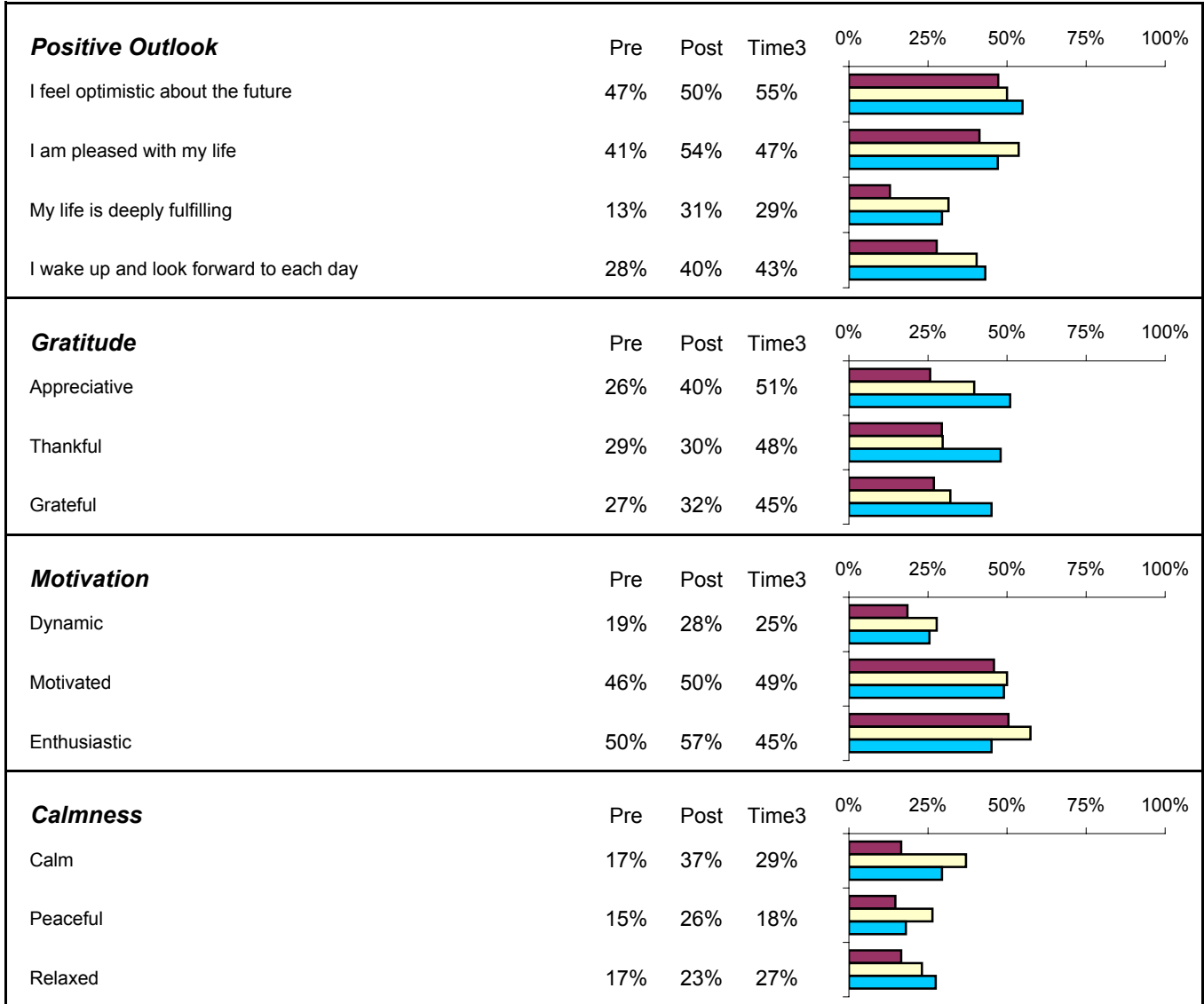
- ◆ Pre May 2003
- Post Sept. 2003
- ▲ Time 3 March/April 2004

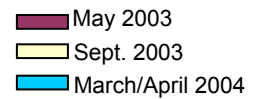
The standardized scales on this page are coded so that the desirable end of the graph is toward the top, where substantially above average would be a commendable result and substantially below average would be a poor result.



**Personal Quality**

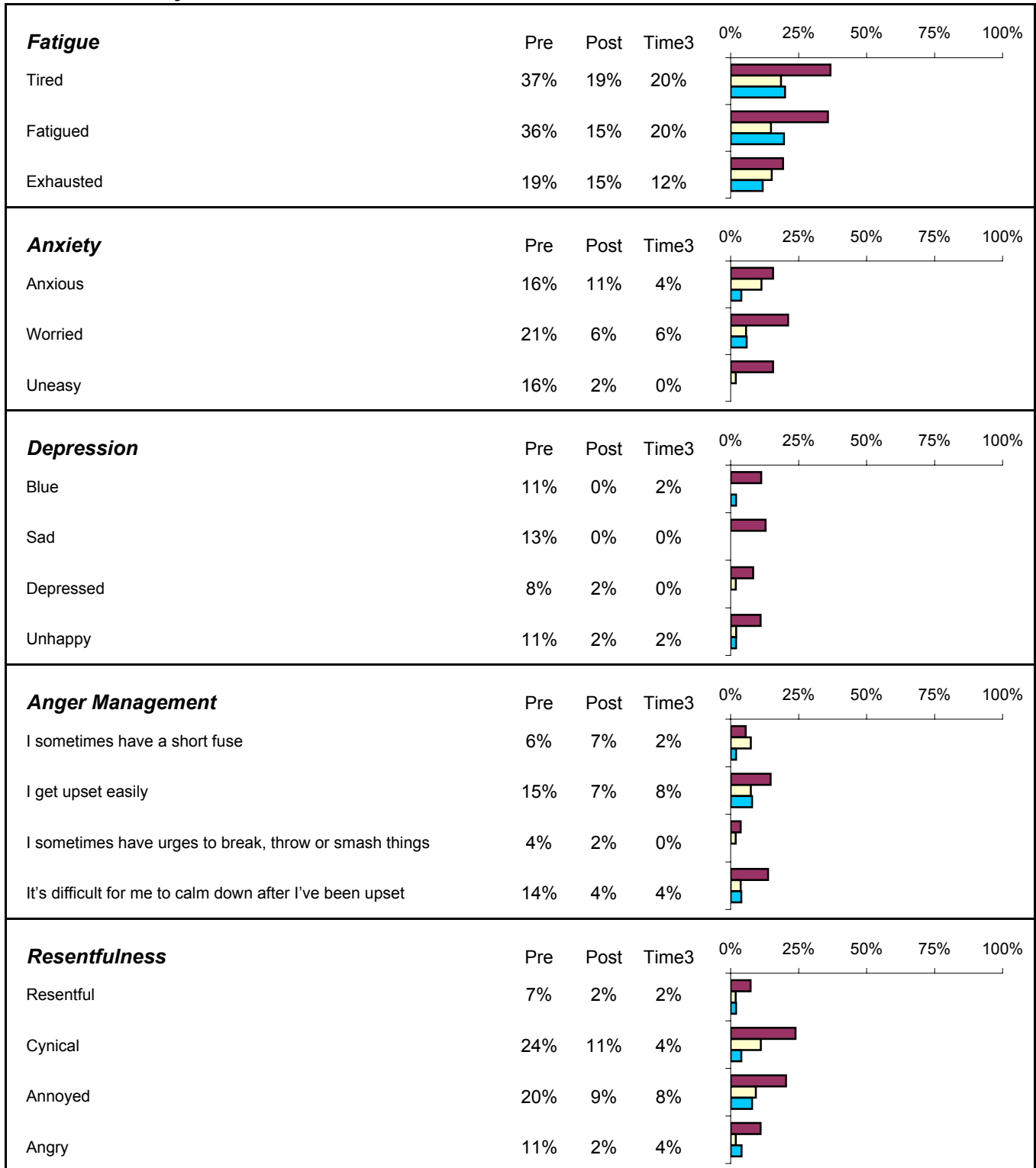
Percentage of individuals who responded: often - always





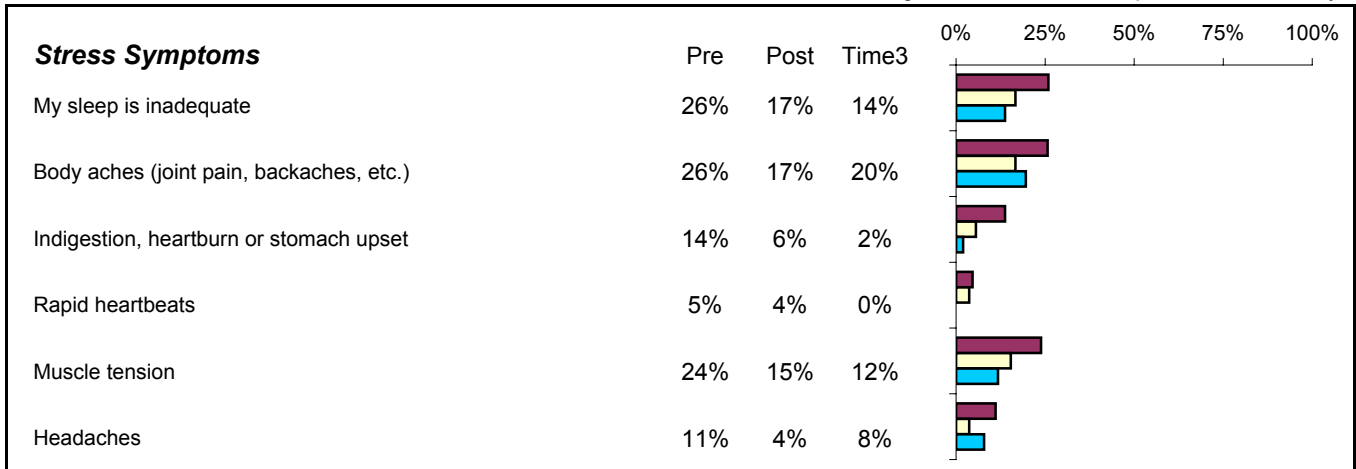
**Personal Quality**

Percentage of individuals who responded: often - always

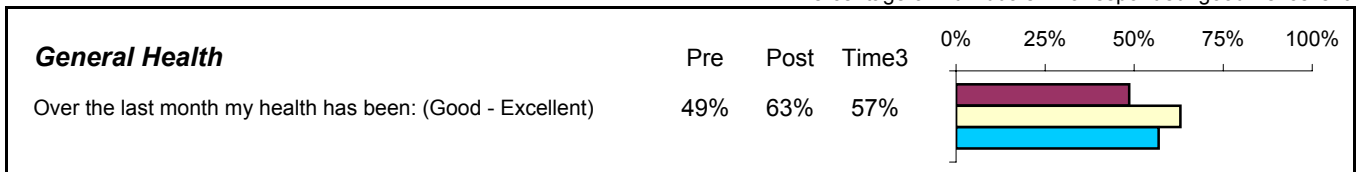


■ May 2003  
■ Sept. 2003  
■ March/April 2004

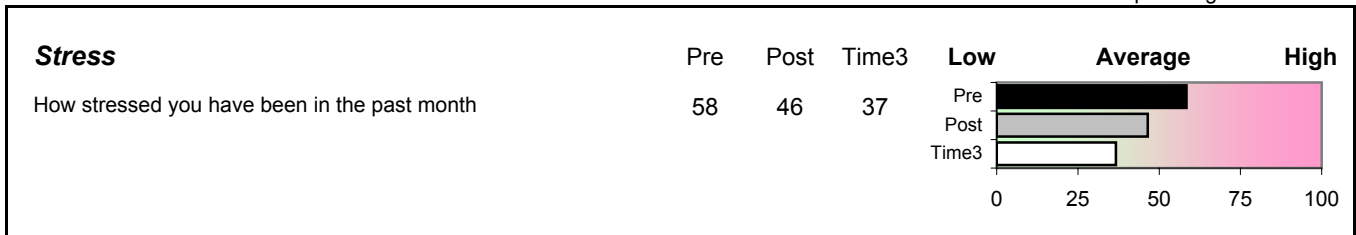
Percentage of individuals who responded: often - always

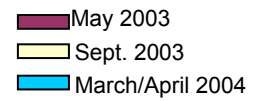


Percentage of individuals who responded: good - excellent



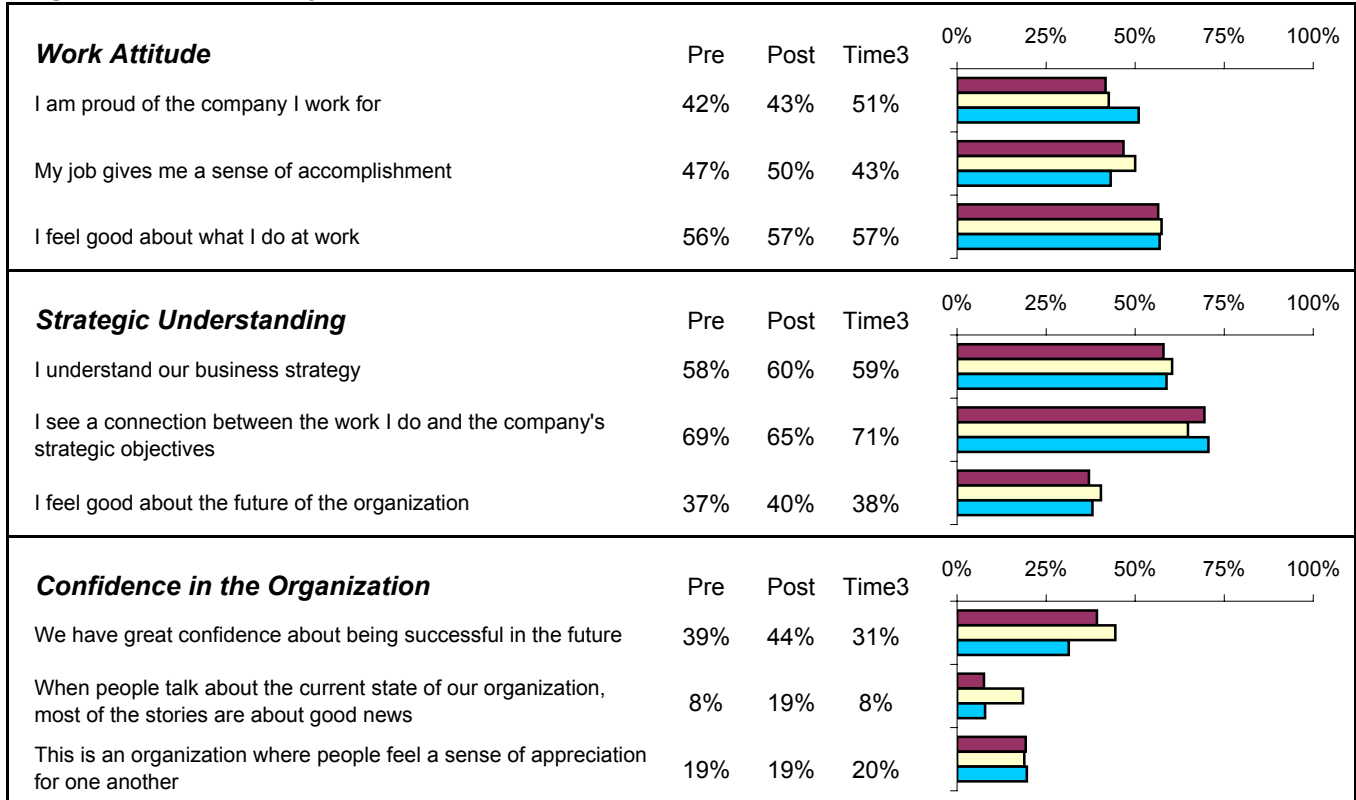
Group average stress score

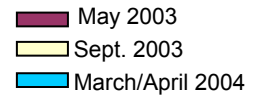




## Organizational Quality

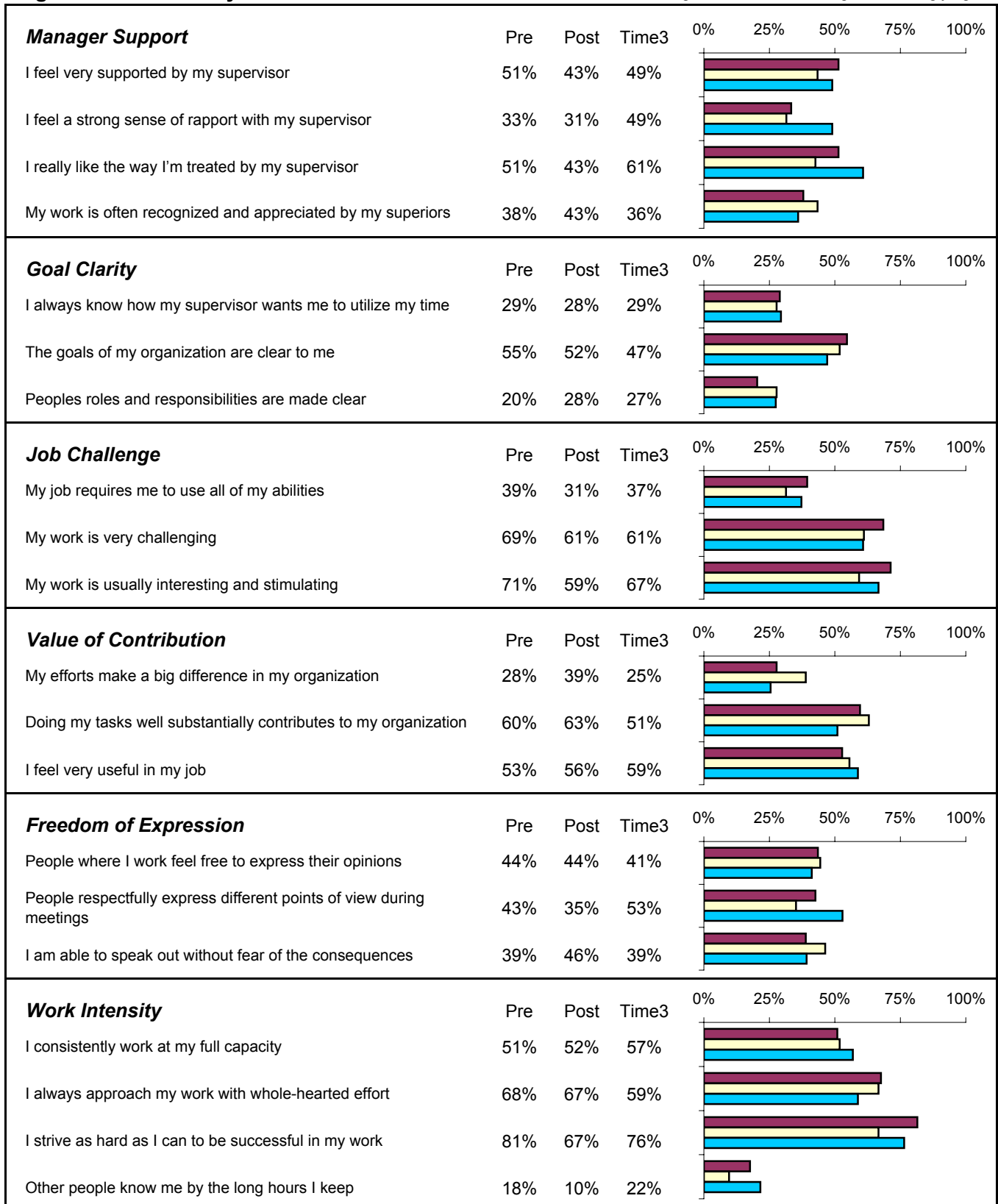
Percentage of individuals who agree or strongly agree

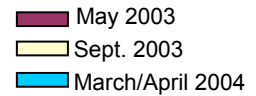




**Organizational Quality**

Percentage of individuals who agree or strongly agree





**Organizational Quality**

Percentage of individuals who agree or strongly agree

