

POQA-R

Personal and Organizational Quality Assessment - Revised

Report for:

Survey of Six Australian Companies

2003 through 2004

**HeartMath Training & Assessment Coordinated by
Macquarie Institute, Sydney**

Confidential

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

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

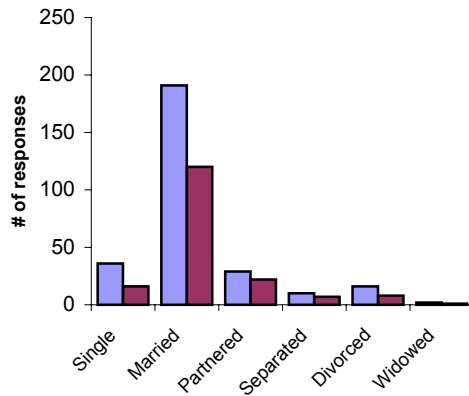
Survey Six Australian Companies

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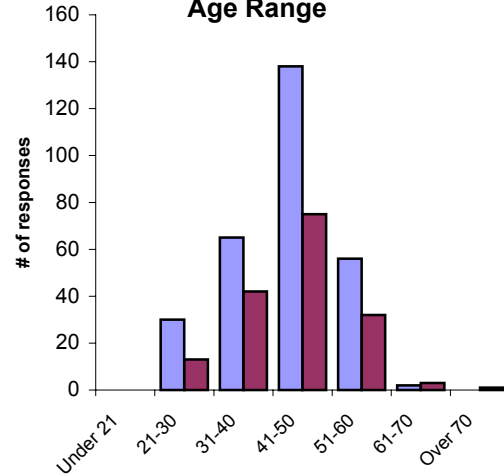
Total Responses
 2003 293
 2004 176

Gender: 177 Males, 116 Females and 0 NA
 Gender: 120 Males, 55 Females and 1 NA

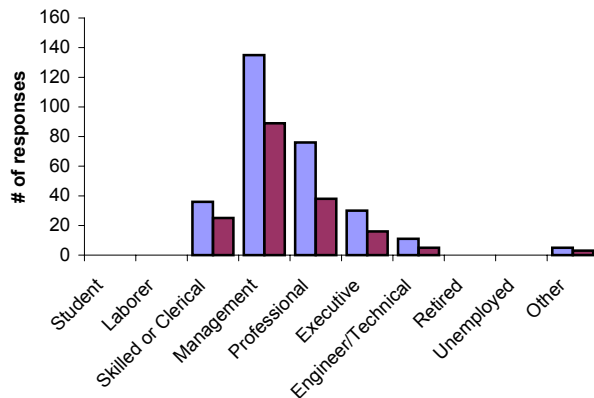
Marital Status



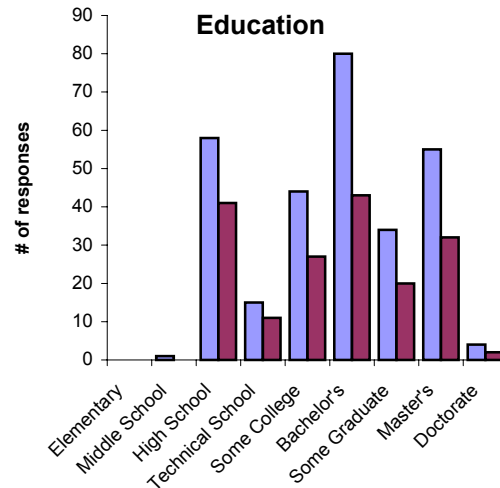
Age Range



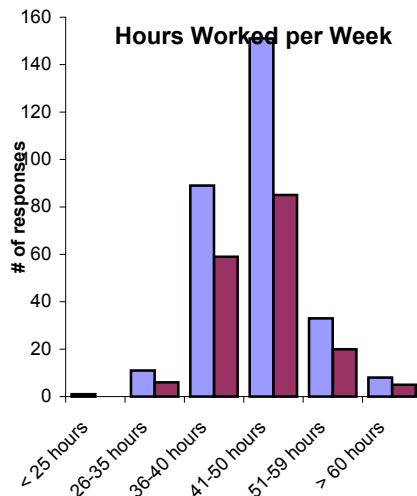
Employment Status



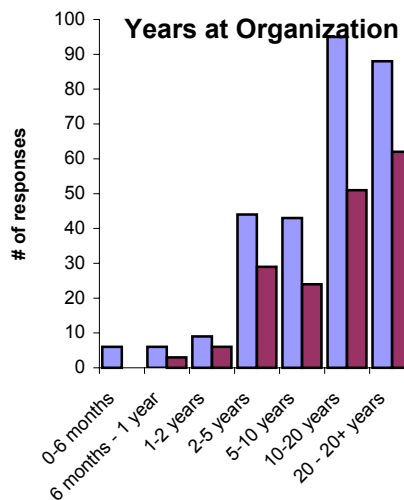
Education



Hours Worked per Week



Years at Organization



Years at Current Job

