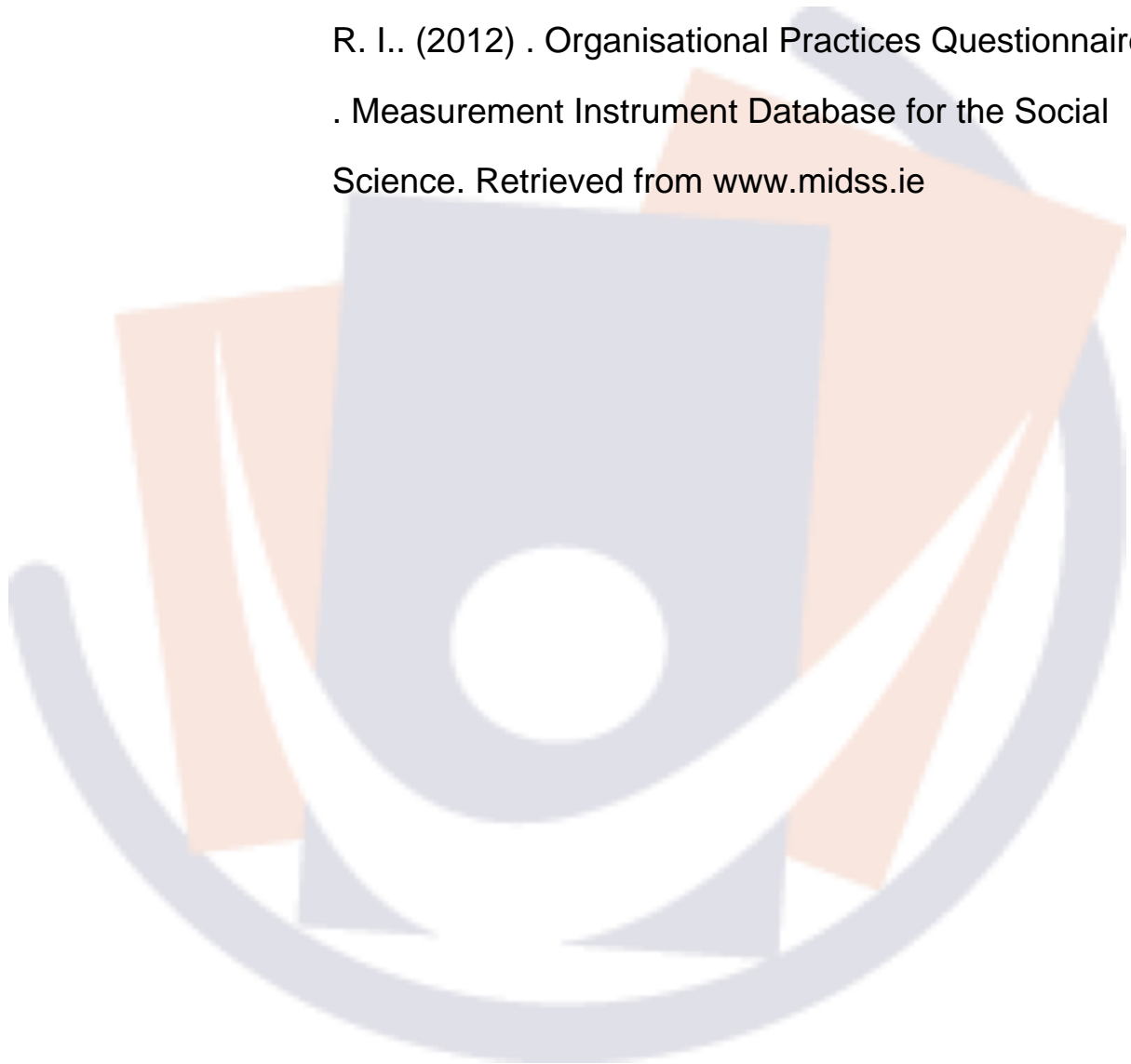


Instrument Title: Organisational Practices Questionnaire

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Questionnaire of Organisational Practices

The Human Centred System for Aircraft Maintenance Safety (ADAMS 2) project is an European research initiative concerning the role of Human Factors in safety and reliability in aircraft maintenance, with the aim of developing improved systems and tools in the European maintenance industry.

This survey is aimed at assessing your views about safety and risk prevention **in your organisation**. We would like to thank you for answering every question with attention and sincerity. There are no right or wrong answers, any response is good, as long as you answer each question according to what you really think.

In the following pages there are some questions about different aspects of organisations, grouped into topics. Please mark with an “X” in the scale of 1 to 7 whether you are agree or disagree with each question.

PLEASE REMEMBER TO ANSWER ALL THE QUESTIONS

THANK YOU VERY MUCH FOR YOUR COLLABORATION

COMPANY/JOB INFORMATION

1. Name of the company: _____
2. Name of the job: _____
3. Area / Division in the Maintenance or Human Resources Department:

4. Activity to be performed: _____
5. Level of responsibility (Mark with an X):
(1) Unit Manager (2) Shift Manager
(3) Team Manager (4) Brigadeer/Crew Manager
(5) Technician (6) Other (please specify)_____
6. Present job situation (Mark with an X):
(1) Full-time Permanent (2) Part-time Permanent
(3) Temporary contract (4) Other (please specify)_____
7. Have you had any work accidents in the last twelve months? (Mark with an X):
(1) No (2) Yes, with absence of leave (3) Yes, without absence of leave

PERSONAL INFORMATION

8. Sex (Mark with an X):
(1) Male (2) Female
9. Age: _____
10. Time in the company: _____ years _____ months
11. Time in the job: _____ years _____ months
12. Level of Education (Mark with an X):
(1) Primary education (2) Lower secondary education
(3) Upper secondary education (4) Non-university higher education
(5) University diploma (6) University degree
13. Training (Mark with an X):
(1) Apprenticeship (2) Limited Authorization
(3) Full Authorization (4) Other (please specify):_____

INCIDENT AND ACCIDENT REPORTING SYSTEM

1. In my company, workers only contribute with information about incidents and accidents that are clearly observable and/or serious.

Disagree 1 2 3 4 5 6 7 **Agree**

2. In my company, workers contribute with information about incidents and accidents from their experience in the work context.

Disagree 1 2 3 4 5 6 7 **Agree**

3. In my company, workers participate with information about those incidents and accidents that interfere with achieving the work goals set.

Disagree 1 2 3 4 5 6 7 **Agree**

4. In my company, workers participate in the development of new incident and accident reporting systems and new working procedures.

Disagree 1 2 3 4 5 6 7 **Agree**

5. My company values in the workers the correct observation of safety rules and procedures.

Disagree 1 2 3 4 5 6 7 **Agree**

6. My company values the sincerity and participation of all workers in information collection about incidents and accidents.

Disagree 1 2 3 4 5 6 7 **Agree**

7. My company values the collaboration of all workers in the solution of problems related to work goal achievement.

Disagree 1 2 3 4 5 6 7 **Agree**

8. My company values workers' initiative and implication in finding new solutions to improve safety.

Disagree 1 2 3 4 5 6 7 **Agree**

9. In my company, the results of incident and accident investigation are used to develop changes in work procedures according to solutions given by workers with the aim of improving safety.

Disagree 1 2 3 4 5 6 7 **Agree**

10. In my company, the results of incident and accident investigation are used for the revision of previously set work goals to adapt these to specific situations.

Disagree 1 2 3 4 5 6 7 **Agree**

11. In my company, the results of incident and accident investigation are used for providing information to workers about non-observation of safety rules and procedures and for developing disciplinary procedures.

Disagree 1 2 3 4 5 6 7 **Agree**

12. In my company, the results of incident and accident investigation are used for the detection of training needs and training program development.

Disagree 1 2 3 4 5 6 7 **Agree**

SAFETY STANDAR PROCEDURES AND SAFETY RULES

13. In my company, standard operation procedures and safety rules are flexible with the aim of adapting them to workers and work team.

Disagree 1 2 3 4 5 6 7 **Agree**

14. In my company, it is possible to make suggestions and modifications in order to adapt the safety rules and procedures to changes in the work context.

Disagree 1 2 3 4 5 6 7 **Agree**

15. In my company, standard operation procedures and safety rules are obligatory criteria of how to perform the work.

Disagree 1 2 3 4 5 6 7 **Agree**

16. In my company, standard operation procedures and safety rules are general guidelines, because productivity goals set by internal and external demands have priority.

Disagree 1 2 3 4 5 6 7 **Agree**

SAFE BEHAVIOUR PROMOTION

17. My company values the collaboration and participation of team workers in order to promote safety.

Disagree 1 2 3 4 5 6 7 **Agree**

18. My company values the observation of safety rules and procedures in order to promote safety.

Disagree 1 2 3 4 5 6 7 **Agree**

19. My company values the contribution of new and creative ideas from workers with the aim of improving safety.

Disagree 1 2 3 4 5 6 7 **Agree**

20. My company values the achievement of the goals set, both in productivity and safety.

Disagree 1 2 3 4 5 6 7 **Agree**

21. In my company, if a worker's performance is safe, he/she avoids being sanctioned.

Disagree 1 2 3 4 5 6 7 **Agree**

22. In my company, if a worker's performance is safe, he/she obtains greater work autonomy and responsibility.

Disagree 1 2 3 4 5 6 7 **Agree**

23. In my company, if a worker's performance is safe, he/she obtains promotion and salary and economic incentives.

Disagree 1 2 3 4 5 6 7 **Agree**

24. In my company, if a worker's performance is safe, he/she obtains recognition from managers and workmates.

Disagree 1 2 3 4 5 6 7 **Agree**

COMMUNICATION SYTEMS

25. In my company, the communication among workers and superiors about issues related to safety in the work context is common.

Disagree 1 2 3 4 5 6 7 **Agree**

26. In my company, it is usual to communicate to workers the safety aims to be achieved.

Disagree 1 2 3 4 5 6 7 **Agree**

27. In my company, the formal communication of safety rules and procedures to be observed by workers is usual.

Disagree 1 2 3 4 5 6 7 **Agree**

28. In my company, the direct communication among workmates to suggest and find improved safety solutions is common.

Disagree 1 2 3 4 5 6 7 **Agree**

WORKING STYLE OF THE IMMEDIATE SUPERIOR

29. My immediate superior encourages creativity and the contributions of suggestions; tries out new ideas and concepts; faces up to challenges; anticipates and facilitates change and transmits a global vision of our organization.

Disagree 1 2 3 4 5 6 7 **Agree**

30. My immediate superior defines, plans and co-ordinates aims; motivates subordinates to achieve these aims; acknowledges achievement, gives instructions; emphasizes effort and evaluates performance.

Disagree 1 2 3 4 5 6 7 **Agree**

31. My immediate superior organises and co-ordinates work planning; organises and gives instructions about how to perform the work and shows how to do it; controls performance and emphasises discipline.

Disagree 1 2 3 4 5 6 7 **Agree**

32. My immediate superior stimulates the team and facilitates cohesion; listens and communicates actively with the members of the team; promotes personal development; seeks consensus and takes into consideration the needs of subordinates.

Disagree 1 2 3 4 5 6 7 **Agree**

33. My immediate superior shows me the safe way to do the task when I carry out an unsafe behaviour.

Disagree 1 2 3 4 5 6 7 **Agree**

34. When I carry out an unsafe behaviour my immediate superior analyses the unsafe behaviour in the specific context where it occurred, taking into account the work goal to be achieved.

Disagree 1 2 3 4 5 6 7 **Agree**

35. When I carry out an unsafe behaviour my immediate superior tells me off and warns about a possible sanction

Disagree 1 2 3 4 5 6 7 **Agree**

36. When I carry out an unsafe behaviour my immediate superior discusses with me about what is the most adequate solution to avoid the situation happening again

JOB SATISFACTION

37. My department cares about their workers' satisfaction with working in teams, for example: interpersonal relationships, co-operation and participation between workmates and managers.

Disagree 1 2 3 4 5 6 7 **Agree**

38. My department cares about their workers' satisfaction with job characteristics, for example: level of autonomy, task variety and creativity.

Disagree 1 2 3 4 5 6 7 **Agree**

39. My department cares about their workers' satisfaction with performance criteria, for example: clarity of job tasks, work rules and procedures.

Disagree 1 2 3 4 5 6 7 **Agree**

40. My department cares about their workers' satisfaction with work goals, for example: the goals are well-defined, they are specific, achievable and realistic.

Disagree 1 2 3 4 5 6 7 **Agree**

41. To what extent are you satisfied with the work goals, for example: the goals are well-defined, they are specific, achievable and realistic?

Very unsatisfied 1 2 3 4 5 6 7 **Very satisfied**

42. To what extent are you satisfied with the job characteristics, for example: with the level of autonomy, the task variety and the creativity?

Very unsatisfied 1 2 3 4 5 6 7 **Very satisfied**

43. To what extent are you satisfied with your work team, for example: with the interpersonal relationships, the co-operation and the participation between workmates and managers?

Very unsatisfied 1 2 3 4 5 6 7 **Very satisfied**

44. To what extent are you satisfied with the performance criteria, for example: with the clarity of the job tasks, work rules and procedures?

Very unsatisfied 1 2 3 4 5 6 7 **Very satisfied**

