

# The questions in the work environment survey (ARK) 2021

## The individual and the job (health-enhancing factors)

| Answer option:                                                                                                                         | 1                           | 5                            |
|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|
| <b>Job autonomy</b>                                                                                                                    | <b>Strongly disagree</b>    | <b>Strongly agree</b>        |
| Maps the extent of autonomy and influence over how the work is carried out.                                                            |                             |                              |
| <i>"I have a sufficient degree of influence in my work"</i>                                                                            |                             |                              |
| <i>"I can make my own decisions on how to organize my work"</i>                                                                        |                             |                              |
| <i>"There is room for me to take my own initiatives at work"</i>                                                                       |                             |                              |
| <i>"I manage the working situation in the direction I want"</i>                                                                        |                             |                              |
| <b>Meaning of work</b>                                                                                                                 | <b>To a very low degree</b> | <b>To a very high degree</b> |
| Maps the respondents' experience of having meaningful work.                                                                            |                             |                              |
| <i>"My work tasks are meaningful"</i>                                                                                                  |                             |                              |
| <i>"I feel that the work I do is important"</i>                                                                                        |                             |                              |
| <i>"I feel motivated and involved in my work"</i>                                                                                      |                             |                              |
| <b>Intrinsic motivation</b>                                                                                                            | <b>Strongly disagree</b>    | <b>Strongly agree</b>        |
| Maps whether the employees experience intrinsic job motivation - that they experience pleasure, interest, and enjoyment in their jobs. |                             |                              |
| <i>"My work tasks are in themselves an important driving force in my job"</i>                                                          |                             |                              |
| <i>"My work tasks are fun"</i>                                                                                                         |                             |                              |
| <i>"My job is so interesting that it alone strongly motivates me"</i>                                                                  |                             |                              |
| <i>"Now and then I am so inspired by my job that I almost forget things around me"</i>                                                 |                             |                              |
| <b>Role Ambiguity</b>                                                                                                                  | <b>Strongly disagree</b>    | <b>Strongly agree</b>        |
| Maps whether employees have a clear picture of responsibilities, tasks, and what is expected of them in their jobs.                    |                             |                              |
| <i>"I have a clear understanding of the goals and objectives of my work"</i>                                                           |                             |                              |
| <i>"I know which tasks to prioritize if I don't have enough time"</i>                                                                  |                             |                              |
| <i>"I know what my responsibilities are"</i>                                                                                           |                             |                              |
| <b>Opportunities for professional development</b>                                                                                      | <b>To a very low degree</b> | <b>To a very high degree</b> |
| <i>"My job offers good opportunities for professional development"</i>                                                                 |                             |                              |
| <b>Openness to initiatives</b>                                                                                                         | <b>To a very low degree</b> | <b>To a very high degree</b> |
| <i>"Initiatives are appreciated so that one feels encouraged to take on new challenges."</i>                                           |                             |                              |
| <b>Opportunities to use knowledge and skills</b>                                                                                       | <b>To a very low degree</b> | <b>To a very high degree</b> |
| <i>"My work allows me to make use of my knowledge and skills"</i>                                                                      |                             |                              |

## The individual and the job (health-reducing factors)

**Three of these scales are reversed. It is thus the absence of the perceived situations that impacts the column.**

| Answer option:                                                                                                                    | 1                  | 5                 |
|-----------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------|
| <b>Absence of role conflicts</b>                                                                                                  | <b>Very rarely</b> | <b>Very often</b> |
| Maps whether employees experience that there are conflicts between their own roles, or between their own and others' expectations |                    |                   |
| <i>"I must often do things that I feel should have been done in a different way"</i>                                              |                    |                   |
| <i>"I am given assignments without adequate resources to complete them"</i>                                                       |                    |                   |
| <i>"I receive incompatible requests from two or more people"</i>                                                                  |                    |                   |
| <i>"My job involves tasks that are in conflict with my personal values"</i>                                                       |                    |                   |
| <b>Absence of stress</b>                                                                                                          | <b>Very rarely</b> | <b>Very often</b> |
| The scale intends to map experiences of stress and excessive workload:                                                            |                    |                   |
| <i>"I have too much work and too little time to do it"</i>                                                                        |                    |                   |
| <i>"I feel as if I am never off work"</i>                                                                                         |                    |                   |
| <i>"I have a bad feeling when I think about my job"</i>                                                                           |                    |                   |
| <b>Balance efforts/demands</b>                                                                                                    | <b>Very rarely</b> | <b>Very often</b> |
| <i>"There is a well-balanced relationship between the performance demands of my job and my ability to meet them"</i>              |                    |                   |
| <b>Absence of work-home-conflict</b>                                                                                              | <b>Very rarely</b> | <b>Very often</b> |
| A high score indicates that the respondents do not experience that there is a work-home conflict.                                 |                    |                   |
| <i>"Stress at work makes me irritable at home"</i>                                                                                |                    |                   |
| <i>"My job makes me feel too tired to do the things that need attention at home"</i>                                              |                    |                   |
| <i>"Job worries or problems distract me when I am at home"</i>                                                                    |                    |                   |

# The questions in the work environment survey (ARK) 2021

## Interaction leaders and colleagues

| Answer option:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 1                    | 5                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------|
| <b>Relational orientation in leadership</b><br>Maps the employees' perception of the unit management's relational orientation and facilitation:<br><i>"The unit management expresses confidence in my skills"</i><br><i>"The unit management facilitates the development of my autonomy"</i><br><i>"The unit management facilitates the development of my competence"</i><br><i>"The unit management makes me feel competent"</i><br><i>"The unit management spends time listening to me"</i> | To a very low degree | To a very high degree |
| <b>Recognition from the leadership</b><br>The scale capture to what extent the employees experience to be recognized.<br><i>"My work is recognized and appreciated by the unit management"</i><br><i>"I am respected by the unit management"</i><br><i>"I am treated fairly by the unit management"</i>                                                                                                                                                                                       | To a very low degree | To a very high degree |
| <b>Clarity of expectations</b><br>The items measures to which purpose of one's work tasks is clear.<br><i>"What is expected of me at work is clearly expressed"</i><br><i>"I have a clear understanding of which tasks constitute my job"</i><br><i>"I feel that the objectives of my job are diffuse and unclear" ®</i>                                                                                                                                                                      | Strongly disagree    | Strongly agree        |
| <b>Feedback from employee to leader</b><br><i>"I talk with The unit management about how s/he can help me perform well at work"</i>                                                                                                                                                                                                                                                                                                                                                           | To a very low degree | To a very high degree |

## Communication and participation

| Answer option:                                                                                                                                                                                                                                                                                                                                                                                                                    | 1                 | 5              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|
| <b>Influence and participation</b><br>Maps whether employees feel encouraged to, or have the opportunity to participate in decision-making processes:<br><i>"We are encouraged to participate when important decisions are made"</i><br><i>"We are encouraged to express our views on planned decisions that affect our work"</i><br><i>"Only people in the management are involved in decisions that affect the unit's work"</i> | Strongly disagree | Strongly agree |
| <b>Routines for information flow</b><br><i>"We have efficient routines for the flow of information"</i>                                                                                                                                                                                                                                                                                                                           | Strongly disagree | Strongly agree |
| <b>Channels for influencing decisions</b><br><i>"I know what channels to use to influence decisions"</i>                                                                                                                                                                                                                                                                                                                          | Strongly disagree | Strongly agree |
| <b>Information availability</b><br><i>"It is easy to acquire the information I need to do a good job"</i>                                                                                                                                                                                                                                                                                                                         | Strongly disagree | Strongly agree |
| <b>Information about decisions</b><br><i>"I keep informed about important decisions that affect my work"</i>                                                                                                                                                                                                                                                                                                                      | Strongly disagree | Strongly agree |

## The questions in the work environment survey (ARK) 2021

### Collaboration and cooperation (health-enhancing factors)

| Answer option:                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1           | 5          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|
| <b>The social community at work</b><br>Maps whether the respondents experience that there is a good social community at their unit:<br><i>"There is a good atmosphere between my colleagues and myself"</i><br><i>"There is a good sense of fellowship at my unit"</i><br><i>"I feel that I am a part of a community at my unit"</i>                                                                                                            | Very rarely | Very often |
| <b>Sharing of thoughts and ideas</b><br><i>"At my unit, we share thoughts and ideas"</i>                                                                                                                                                                                                                                                                                                                                                        | Very rarely | Very often |
| <b>Sharing of knowledge and experience</b><br><i>"At my unit, we share knowledge and experience"</i>                                                                                                                                                                                                                                                                                                                                            | Very rarely | Very often |
| <b>Initiative and responsibility among colleagues</b><br>The scale intends to map whether the employees experience to be part of the organization by taking responsibility for something beyond themselves:<br><i>"I take on tasks without being asked"</i><br><i>"I help others in my unit with tasks that are actually their own responsibility"</i><br><i>"I assist my colleagues, even when it strictly speaking is not part of my job"</i> | Very rarely | Very often |
| <b>Helping colleagues</b><br><i>"I help my colleagues succeed in their work"</i>                                                                                                                                                                                                                                                                                                                                                                | Very rarely | Very often |
| <b>Listening colleagues</b><br><i>"My colleagues are willing to listen when I face problems in my work"</i>                                                                                                                                                                                                                                                                                                                                     | Very rarely | Very often |
| <b>Help and support from colleagues</b><br><i>"I get the help and support I need from my colleagues"</i>                                                                                                                                                                                                                                                                                                                                        | Very rarely | Very often |

### Collaboration and cooperation (health-reducing factors)

**These scales are reversed. It is thus the absence of the perceived situations that impacts the column.**

| Answer option:                                                                                                                                                                                                                                                                                                                                                                | 1                 | 5              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|
| <b>Respectful social atmosphere</b><br>The scale maps whether employees experience civility in the workplace, based on the assumption that this contributes to mutual respect:<br><i>"Rude behavior is not accepted at the unit"</i><br><i>"Angry outbursts are not tolerated at the unit"</i><br><i>"Generally, we have a respectful social atmosphere"</i>                  | Strongly disagree | Strongly agree |
| <b>Absence of distrust and suspicion</b><br><i>"The working climate at my unit is distrustful and suspicious"</i>                                                                                                                                                                                                                                                             | Strongly disagree | Strongly agree |
| <b>Absence of rigidity and inflexibility</b><br><i>"The working climate at my unit is rigid and inflexible"</i>                                                                                                                                                                                                                                                               | Strongly disagree | Strongly agree |
| <b>Absence of interpersonal conflicts</b><br>Map whether the employees experience being affected by interpersonal conflicts between colleagues:<br><i>"My work is hampered by power struggles at the unit"</i><br><i>"In my unit, intrigues impair the work climate"</i><br><i>"In my unit, there is a great deal of tension due to prestige and interpersonal conflicts"</i> | Strongly disagree | Strongly agree |

## The questions in the work environment survey (ARK) 2021

### Dealing with unfavourable occurrences

| Answer option:                                                                                                                                                                      | 1                        | 5                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------|
| <b>Handling of irregularities</b><br><i>"In case of irregularities, we address the problem directly with the person involved"</i>                                                   | <b>Strongly disagree</b> | <b>Strongly agree</b> |
| <b>Quick handling of difficult issues</b><br><i>"In our unit, we address difficult issues as soon as possible"</i>                                                                  | <b>Strongly disagree</b> | <b>Strongly agree</b> |
| <b>Knowledge of routines in case of unacceptable behavior</b><br><i>"I know what to do if I or a colleague is subjected to bullying, harassment or other unacceptable behavior"</i> | <b>Strongly disagree</b> | <b>Strongly agree</b> |
| <b>Guidelines for handling unacceptable behavior</b><br><i>"We have clear guidelines on how to proceed if someone is subjected to bullying or harassment"</i>                       | <b>Strongly disagree</b> | <b>Strongly agree</b> |

### Support, social interaction, and culture

| Answer option:                                                                                                                                                                                                                                                                                                                                     | 1                           | 5                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|
| <b>Training in new technology or new systems</b><br><i>"I get the training I need when new technology or new administrative systems are introduced"</i>                                                                                                                                                                                            | <b>To a very low degree</b> | <b>To a very high degree</b> |
| <b>Technical support</b><br><i>"I get the technical support I need in my daily work"</i>                                                                                                                                                                                                                                                           | <b>Very rarely</b>          | <b>Very often</b>            |
| <b>Administrative support</b><br><i>"I get the administrative support I need in my daily work"</i>                                                                                                                                                                                                                                                 | <b>Very rarely</b>          | <b>Very often</b>            |
| <b>Cooperation technical and academic personnel</b><br><i>"Cooperation between technical and academic personnel works well at our unit"</i>                                                                                                                                                                                                        | <b>Very rarely</b>          | <b>Very often</b>            |
| <b>Cooperation administrative and academic personnel</b><br><i>"Cooperation between administrative and academic personnel works well at our unit"</i>                                                                                                                                                                                              | <b>Very rarely</b>          | <b>Very often</b>            |
| <b>Culture for continuous development</b><br>Maps whether employees experience that there is a culture for continuous development in their unit:<br><i>"In my unit, no one listens to new suggestions and ideas" ®</i><br><i>"My unit is flexible and constantly adapts to new ideas"</i><br><i>"My unit is open-minded and adapts to changes"</i> | <b>Strongly disagree</b>    | <b>Strongly agree</b>        |
| <b>Commitment to the workplace</b><br>A high score indicate that the respondents have a positive commitment to their workplace.<br><i>"I gladly tell others about my workplace"</i><br><i>"I would recommend a close friend to apply for a position at my workplace"</i><br><i>"My workplace is of great personal significance to me"</i>          | <b>To a very low degree</b> | <b>To a very high degree</b> |