CODING OPEN-ENDED SURVEY QUESTIONS: ACTIVITY 1

Using the following deductive categories, code each participant response in the chart below [use only 1 code per statement]. Then total the number of statements associated with each code.

\_\_\_\_ Management Issues (M) \_\_\_\_ Employee Development (ED)

\_\_\_\_ Physical Environment (PE) \_\_\_\_ Intergroup and Interpersonal Relations (IR)

\_\_\_\_ Personnel Practices (PP) \_\_\_\_ Work Structure (WS)

**List of Responses to the Open-Ended Question:**

 ***What are some specific problems needing attention in your organization?***

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| **CODE** | **Participant Responses** |
|  | There is not enough space for everyone. |
|  | There is favoritism and preferential treatment of staff. |
|  | Our office furniture is dated and needs replacing. |
|  | We need more objective recruitment and hiring standards. |
|  | We need objective performance appraisal and reward systems. |
|  | We need consistent application of policy. |
|  | There are leadership problems. |
|  | Nonproductive staff members should not be retained. |
|  | Each department has stereotypes of the other departments. |
|  | Decisions are often based on inaccurate information. |
|  | We need more opportunities for advancement here. |
|  | There is too much gossiping and criticizing. |
|  | Responsibilities at various levels are unclear. |
|  | We need more computer terminals. |
|  | There is a lot of “us and them” sentiment here. |
|  | More training is needed at all levels. |
|  | There needs to be better assessment of employee ability and performance so that promotions can be more objectively based. |
|  | Training is needed for new employees. |
|  | Many employees are carrying the weight of other untrained employees. |
|  | The components of our office work against one another rather than as a team. |
|  | This office is “turf” oriented. |
|  | There is a pecking order at every level and within every level. |
|  | Communication needs improving. |
|  | Certain departments are put on a pedestal. |
|  | There is a lot of redundancy and overlap. |