Workplace Culture Survey

Every workplace has a culture -- a set of group expectations, behavioral norms, and social customs that governs what goes on and how it is interpreted. Some aspects of a workplace culture reflect the priorities and style of the management of a company, while other aspects develop among the workforce and are not directly associated with the production aspects of the job. Some aspects are written down, others are more informal and may even be done without conscious awareness. Learning the workplace culture is one aspect of socialization for new employees. Following key elements of the culture is one of the ways employees come to feel that they "belong," and largely what people mean when they speak of someone being "included" at a work setting.

While every workplace has a culture, some cultures are "stronger" -- extend to more aspects of the setting, involve employees more fully, and offer more support -- than others. Stronger cultures offer more possibilities for inclusion.

The **Workplace Culture Survey** is administered by observation and interviews during in-person visits to a worksite. The Survey is used in several ways:

1. The Workplace Culture Survey itself is Part A, the first portion of this document. These items detail the key elements of the culture. Part A can be completed as a means of assessing a work environment's potential for inclusion. A lower score indicates a weaker culture. The details of the culture direct attention to those aspects of the job that will be important to inclusion for an employee. Thus, Part A can be used in a job search, to look for work settings with a high overall potential for inclusion or with specific elements that match the social style and preferences of a job seeker. And Part A can be used in negotiating the design of a job, to insure that as many elements of the culture as possible are considered.

2. Part B, the second portion of this document, is for Workplace Inclusion Planning. The inclusion of a particular employee into each element of the culture and an overall level of inclusion score can be obtained by noting the correspondences and discrepancies between answers to the Part A and Part B versions of each question. The overall score can be used to help evaluate the quality of services designed to achieve community inclusion. Information about specific discrepancies can be used to plan strategies for consultation, training, or job modification to increase the inclusion of an employee on the job.

Data are collected by means of on-site observations and casual conversations/interviews with coworkers. Certain information applies to some sites more than others, and some questions are much harder to answer than others. Every worksite has to be approached on its own terms. Three hour-and-a-half visits is a good rule of thumb for a time commitment. If there is no distinct "work group" or "work area," use your best judgment to bound the scope of the assessment. Questions 2, 12, and 34 ask about "workers" or "most workers." Interviewing three to five coworkers and using the majority view as the answer can usually obtain this information.

A. Workplace Culture Potential

Work Setting_____   Job_____

Analyzed by_____   Date_____

Detail/Comment:

1. Are there workers who have the same jobs in the work area or group?	no ☐	yes ☐	
2. Have most of the workers been with the company for a year or more?	no ☐	yes ☐	
3. Are there some tasks that two or more workers perform together to complete?	no ☐	yes ☐	
4. Are there certain tasks at work that almost everyone does?	no ☐	yes ☐	If yes, describe:
5. Is there a time during the day when workers are more likely to: - talk socially? - help one another with work?	no ☐ ☐	yes ☐ ☐	
6. Is there a set work schedule?	no ☐	yes ☐	If yes, Start_____ End_____
7. Is there a time during the day when workers tend to socialize more?	no ☐	yes ☐	If yes, describe:
8. Are there particular places where workers tend to socialize more?	no ☐	yes ☐	If yes, where?
9 . Do workers eat lunch together?	no ☐	yes ☐	If yes, schedule and routines:
10. Are there other break times shared by coworkers?	no ☐	yes ☐	If yes, schedule and routines:

A. Workplace Culture Potential

Detail:

11. Do most workers know a co-workers birthday or spouse's name?	no ☐	yes ☐	
12. Did coworkers receive help last week to: -remember something? -finish a task? -talk about a personal problem? -figure out a work problem?	no ☐ ☐ ☐ ☐	yes ☐ ☐ ☐ ☐	
13. Do employees recognize or celebrate any special occasions, such as birthdays?	no ☐	yes ☐	If yes, events and routines:
14. Are there staff or employee meetings?	no ☐	yes ☐	Type and schedule:
15. Do workers learn their jobs from: -an orientation session? -a co-worker mentor? -a formal company training program?	no ☐ no ☐ no ☐	yes ☐ yes ☐ yes ☐	If yes, type and how arranged:
16. Do coworkers typically play any pranks on a new employee as a type of initiation?	no ☐	yes ☐	If yes, describe:
17. Are there special terms or language used by the workers?	no ☐	yes ☐	If yes, list:
18. Is there equipment many workers share the use of, like a fax machine or a mop?	no ☐	yes ☐	If yes, list:
19. Do workers go to their supervisor to talk over work problems?	no ☐	yes ☐	
20. Is worker job performance reviewed by the supervisor?	no ☐	yes ☐	If yes, schedule and format:

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A. Workplace Culture Potential

Detail:

	no	yes	
21. Do supervisors ask workers for their opinions or suggestions?	☐	☐	
22. Are there aspects of the job that the supervisor pays extra / special attention to?	☐	☐	If yes, describe:
23. Do workers feel that the company responds to individual worker needs and preferences?	☐	☐	
24. Does the company sponsor any social activities like an annual picnic, or any sports teams?	☐	☐	If yes, describe:
25. Are any items issued to employees (locker, key, uniform)?	☐	☐	If yes, list:
26. Is there a typical means for getting paid at the job?	☐	☐	
27. Do workers ever get together outside of work?	☐	☐	If yes, describe:
28. Is there a particular code of dress or appearance for employees?	☐	☐	If yes, describe:
29. Does the company sponsor or asist with: - an Employee Assistance Program? - car pooling/transp. discounts - special awards or incentives? - "flextime" work schedules - a wellness or fitness program - child care? - another supportive program?	no ☐ ☐ ☐ ☐ ☐ ☐ ☐	yes ☐ ☐ ☐ ☐ ☐ ☐ ☐	Describe:
30. Are there company or department rules and policies everyone must follow?	☐	☐	If yes, what are they?

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A. Workplace Culture Potential

		Detail:
31. Are worker's names publically listed, such as on mail slots, doors, or posted schedules?	no ☐ yes ☐	
32. Are there any social customs workers follow to fit in socially (e.g. coffee fund)?	no ☐ yes ☐	If yes, describe:
33. Is there support for advancement and career development within the company?	no ☐ yes ☐	
34. Over all, do workers feel that this is a good place to work?	no ☐ yes ☐	

The score below shows how strong the culture is in this particular workplace, depending on how many elements are present:

STRENGTH OF WORKPLACE CULTURE SCORE

Number of items with a "Yes" answer on all the "A" pages = _____

0 . . . . 5 . . . . 10 . . . . 15 . . . . 20 . . . . 25 . . . . 30 . . . 34

B. Workplace Inclusion Planning

Employee_____   Job_____

Prepared by_____   Date_____

	no yes	Strategies to increase inclusion
1. Do one or more coworkers have the same or a closely related job as the employee?	☐ ☐	
2. Has the employee been employed in this work setting for a year or more?	☐ ☐	
3. Does the employee work with one or more coworkers to complete job tasks?	☐ ☐	If, yes doing what and how often:
4. Does the employee's job include those tasks that almost everyone does?	☐ ☐	
5. During the course of the day does the employee: -talk socially with a coworker? -help a coworker with work?	☐ ☐ ☐ ☐	If yes, how often?
6. Does employee work schedule match those of coworkers?	☐ ☐	
7. Does the employee socialize with coworkers during common social times?	☐ ☐	
8. Does the employee use gathering places at appropriate times in the work day?	☐ ☐	
9 . Does the employee eat lunch with coworkers?	☐ ☐	
10. Does the employee share the same break times as coworkers?	☐ ☐	

B. Workplace Inclusion Planning

11. Do any workers know the employee's birthday?	no ☐ yes ☐	
12. Did the employee receive help last week to: -remember something? -finish a task? -talk about a personal problem? -figure out a work problem?	no yes ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
13. Does employee participate in workplace celebrations, such as birthdays?	no ☐ yes ☐	
14. Does the employee attend staff or employee meetings?	no ☐ yes ☐	
15. Does/did the employee learn job tasks from: -an orientation session? -a co-worker mentor? -a formal company training program?	no yes ☐ ☐ no yes ☐ ☐ no yes ☐ ☐	
16. Does/did the employee participate in initiation pranks?	no ☐ yes ☐	
17. Does the employee use special worksite terms or language?	no ☐ yes ☐	
18. Does the employee's job include use of the equipment everyone shares?	no ☐ yes ☐	
19. Does the employee bring work problems to the supervisor?	no ☐ yes ☐	
20. Is the employee's job performance reviewed by the supervisor?	no ☐ yes ☐	

B. Workplace Inclusion Planning

Strategies to increase inclusion:

21. Has the supervisor asked the employee for his/her opinion or suggestions?	no ☐ yes ☐	
22. Does the employee pay special attention to aspects of the job the supervisor pays most attention to?	no ☐ yes ☐	
23. Does the company respond to individual needs and preferences of the employee?	no ☐ yes ☐	
24. Does the employee participate in social activities like an annual picnic, or any sports teams?	no ☐ yes ☐	
25. Does the employee have items issued to all workers (locker, key, uniform)?	no ☐ yes ☐	
26. Does the employee receive pay in the same way as other workers?	no ☐ yes ☐	
27. Does the employee join co-workers in get-togethers outside of work?	no ☐ yes ☐	
28. Does the employee follow the code of dress or appearance for employees?	no ☐ yes ☐	
29. Does the employee make about the same use of employer programs as other workers?	no ☐ yes ☐	
30. Does the employee follow the same company or department rules and policies as others?	no ☐ yes ☐	

B. Workplace Inclusion Planning

Strategies to increase inclusion:

31. Does the employee's name appear on mail slots, schedules, or other public worker lists?	no ☐ yes ☐	
32. Does the employee follow informal social customs?	no ☐ yes ☐	
33. Does the employee receive support for advancement and career development within the company?	no ☐ yes ☐	
34. Over all, does the employee enjoy working here?	no ☐ yes ☐	

The score below shows how included the worker with a disability is in this particular workplace culture, by looking at how many ways the person participates and/or is included.

LEVEL OF WORKPLACE INCLUSION SCORE

Number of items with a "Yes" answer on all the "B" pages = _____

0 . . . . 5 . . . . 10 . . . . 15 . . . . 20 . . . . 25 . . . . 30 . . . 34

Note that if the workplace culture score from Part A is weak, this workplace inclusion score will be low even if the worker is included in every possible activity. Therefore, also consider the percentage, which indicates what portion of existing activities the worker is participating in:

100 x (number of B "Yes" answers divided by number of A "Yes" answers) = _____%

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