MINNESOTA SATISFACTION QUESTIONNAIRE

Description

The Minnesota Satisfaction Questionnaire (MSQ) is designed to measure an employee's satisfaction with his or her job. Three forms are available: two long forms (1977 version and 1967 version) and a short form. The MSQ provides more specific information on the aspects of a job that an individual finds rewarding than do more general measures of job satisfaction. The MSQ is useful in exploring client vocational needs, in counseling follow-up studies, and in generating information about the reinforcers in jobs.

Format

The MSQ is a paper-and-pencil inventory of the degree to which vocational needs and values are satisfied on a job. The MSQ can be administered to groups or to individuals, and is appropriate for use with individuals who can read at the fifth grade level or higher. All three forms are gender neutral. Instructions for the administration of the MSQ are given in the booklet. The MSQ Long Form requires 15 to 20 minutes to complete. The Short Form requires about 5 minutes. Unless the 15 to 20 minutes required for the Long Form is impractical, it is strongly recommended that the Long Form be used, as it provides much more information for the short additional administration time required.

Long-Form MSQ. Measures job satisfaction on 20 five-item scales:

- Ability Utilization
- Achievement
- Activity
- Advancement
- Authority
- Company Policies
- Compensation
- Co-workers
- Creativity
- Independence
- Security
- Social Service
- Social Status
- Moral Values
- Recognition
- Responsibility
- Supervision--HumanRelations
- Supervision--Technical
- Variety
- Working Conditions

Additionally, a 20-item General Satisfaction scale is also scored.

There are two versions of the long-form MSQ, a 1977 version and a 1967 version.

The 1977 version, which was originally copyrighted in 1963, uses the following five response choices:
Normative data for the 21 MSQ scales for 25 representative occupations, plus employed disabled and employed non-disabled workers, are in the MSQ manual. A "ceiling effect" obtained with the rating scale used in the 1977 version tends to result in most scale score distributions being markedly negatively skewed--most responses alternate between "Satisfied" and "Very Satisfied."

The **1967 version** adjusts for this ceiling effect by using the following five response categories:

- Not Satisfied
- Somewhat Satisfied
- Satisfied
- Very Satisfied
- Extremely Satisfied

This revised rating scale resulted in distributions that tend to be more symmetrically distributed around the "satisfied" category, with larger item variance. Limited normative data are provided in the MSQ manual for the 1967 version. For this reason the 1967 version of the MSQ is best used where normative data are not required, such as prediction studies or within-organization comparisons where external norms are not necessary.

**Short-Form MSQ.** This form consists of 20 items from the long-form MSQ that best represent each of the 20 scales. Factor analysis of the 20 items resulted in two factors--Intrinsic and Extrinsic Satisfaction. Scores on these two factors plus a General Satisfaction score may be obtained. The short-form MSQ uses the same response categories used in the 1977 long form. Normative data for the three scales for six selected occupations are in the manual.

**Manual**

The manual includes descriptions of the development and scoring of the two long-form MSQs and the short-form MSQ, reliability and validity data, and normative data on specific occupations. Since the publication of the manual, wording of the long and short forms has been revised to make MSQ items gender neutral.

**Scoring**

The MSQ can be hand-scored by using information in the MSQ manual. Vocational Psychology Research will computer score MSQs at the following rates:

- Long-Form MSQ (1977 or 1967 version)..................$1.65 per booklet
- Minimum charge...$33.00
Content of Reports

The Long-Form MSQ provides 21 scores; the Short-Form provides three scores. Output from scoring includes individual raw scores and means, standard deviations, and reliabilities for each group if test booklets are categorized into groups before submission for scoring. Users will be charged an additional fee if booklets are categorized by VPR. Combined group analysis can be arranged at an additional cost of $22.00 per combined group. Inquiries about scoring should be addressed to VPR.

Minnesota Satisfaction Questionnaire (MSQ)*
Short Form

Ask yourself: How satisfied am I with this aspect of my job?

5 = Extremely Satisfied
4 = Very Satisfied
3 = Satisfied
2 = Somewhat Satisfied
1 = Not Satisfied

1. Being able to keep busy all the time .
2. The chance to work alone on the job .
3. The chance to do different things from time to time .
4. The chance to be “somebody” in the community .
5. The way my boss handles his/her workers.
6. The competence of my supervisor in making decisions .
7. Being able to do things that don’t go against my conscience .
8. The way my job provides for steady employment .
9. The chance to do things for other people .
10. The chance to tell people what to do .
11. The chance to do something that makes use of my abilities .
12. The way company policies are put into practice .
13. My pay and the amount of work I do.

14. The chances for advancement on this job.

15. The freedom to use my own judgment.

16. The chance to try my own methods of doing the job.

17. The working conditions.

18. The way my co-workers get along with each other.

19. The praise I get for doing a good job.

20. The feeling of accomplishment I get from the job.