

COMMUNICATION AUDIT SURVEY

Based on the *Questionnaire Survey* by the International
Communication Association

Instructions

Please circle your responses on the survey form. Please answer all questions since each is important for possibly improving the operation of your organization. If there are any questions which do not apply to you, leave them blank. If there are questions which you do not understand, please ask us about them. We appreciate your patience for this important survey. There is a total of 37 questions divided into 5 sections:

1. Receiving information from others
2. Sending information to others
3. Sources of information
4. Timeliness of information
5. Channels of communication

PLEASE MARK ONLY ONE RESPONSE TO EACH QUESTION

Receiving Information from Others***Instructions for Questions 1 through 7***

1 = Very Little

2 = Little

3 = Some

4 = Great

5 = Very Great

This is the amount
of information I
receive now

- | | | | | | |
|---|---|---|---|---|---|
| 1. How well I am doing in my job | 1 | 2 | 3 | 4 | 5 |
| 2. My job duties. | 1 | 2 | 3 | 4 | 5 |
| 3. Organizational policies | 1 | 2 | 3 | 4 | 5 |
| 4. Pay and benefits. | 1 | 2 | 3 | 4 | 5 |
| 5. How technological changes affect my job | 1 | 2 | 3 | 4 | 5 |
| 6. Mistakes and failures of my organization | 1 | 2 | 3 | 4 | 5 |
| 7. How I am being judged | 1 | 2 | 3 | 4 | 5 |

Sending Information to Others***Instructions for Questions 8 through 14***

1 = Very Little

2 = Little

3 = Some

4 = Great

5 = Very Great

This is the amount
of information I
receive now

8. Reporting what I am doing in my job	1	2	3	4	5
9. Reporting what I think my job requires me to do	1	2	3	4	5
10. Reporting job-related problems	1	2	3	4	5
11. Complaining about my job and/or working	1	2	3	4	5
12. Requesting information necessary to do my job	1	2	3	4	5
13. Evaluating the performance of my immediate supervisor	1	2	3	4	5
14. Asking for clearer work instructions	1	2	3	4	5

Sources of Information

You *not only* receive various kinds of information, but can receive such information from *various sources* within the organization.

Instructions for Questions 15 through 23

1 = Very Little

2 = Little

3 = Some

4 = Great

5 = Very Great

This is the amount
of information I
receive now

15. Subordinates (if applicable)	1	2	3	4	5
16. Co-workers in my own unit or department	1	2	3	4	5
17. Individuals in <i>other units</i> or departments in my organization	1	2	3	4	5
18. Immediate supervisor	1	2	3	4	5
19. Department meetings	1	2	3	4	5
20. Middle Management	1	2	3	4	5
21. Formal management presentations	1	2	3	4	5
22. Top management	1	2	3	4	5
23. The "grapevine"	1	2	3	4	5

Timeliness of Information

Indicate the extent to which information from the following sources is usually *timely* (you get information when you need it -- not too early, not too late).

Instructions for Questions 24 through 29

1 = Very Little

2 = Little

3 = Some

4 = Great

5 = Very Great

This is the amount
of information I
receive now

24. Subordinates (if applicable)

1 2 3 4 5

25. Co-workers

1 2 3 4 5

26. Immediate supervisor

1 2 3 4 5

27. Middle management

1 2 3 4 5

28. Top management

1 2 3 4 5

29. The "grapevine"

1 2 3 4 5

Channels of Communication

The following questions list a variety of channels through which information is transmitted to employees. Please circle the response which best indicates: (1) the amount of information you *are* receiving through that channel

Instructions for Questions 30 through 37

- 1 = Very Little
 2 = Little
 3 = Some
 4 = Great
 5 = Very Great

This is the amount
 of information I
 receive now

Topic Area

- | | | | | | |
|--|---|---|---|---|---|
| 30. Face-to-face contact between two people | 1 | 2 | 3 | 4 | 5 |
| 31. Face-to-face contact among more than two people | 1 | 2 | 3 | 4 | 5 |
| 32. Telephone | 1 | 2 | 3 | 4 | 5 |
| 33. Written (memos, letters) | 1 | 2 | 3 | 4 | 5 |
| 34. Bulletin Boards | 1 | 2 | 3 | 4 | 5 |
| 35. Internal Publications | 1 | 2 | 3 | 4 | 5 |
| 36. Internal Audio-Visual Media (Videotape, Films, Slides) | 1 | 2 | 3 | 4 | 5 |
| 37. External Media (TV, Radio, Newspapers) | 1 | 2 | 3 | 4 | 5 |