Examples of Various Scales Used in Needs Analysis Instruments

1. *Yes/No Items*

Do you feel this company needs people skilled conducting a needs analysis? Yes No

Do you feel proficient in developing quarterly budgets? Yes No

Are you qualified to deal with customer complaints? Yes No

Do you perform basic maintenance procedures? Yes No

Do you feel you need training to complete your daily assignments? Yes No

2. *items Using a Poor/Fair/Good/Excellent Scale*

Evaluate your ability to complete the following tasks.

ITEM POOR FAIR GOOD EXCELLENT

Motivate fellow employees 1 2 3 4

Present information in writing 1 2 3 4

Prepare oral reports 1 2 3 4

3. *Items Using an Agree/Disagree Scale*

ITEM DISAGREE AGREE

The home health care nurse should calm emotional patients before administering medication 1 2 3 4 5

The patient’s records should be checked upon arrival. 1 2 3 4 5

Preparing daily charts is an important part of my job 1 2 3 4 5

I must update computer files daily. 1 2 3 4 5

4. *Items Using an Unimportant to Important Scale*

Rate the importance of each of the following tasks.

ITEM UNIMPORTANT IMPORTANT

State dietary department procedures 1 2 3 4 5 6 7

Provide sanitary ice and water pitchers 1 2 3 4 5 6 7

Store food in nourishment stations 1 2 3 4 5 6 7

5. *Scaled Items Using Percentages*

When answering these questions, consider all employees in your department.

How much interest do your people have in improving job skills?

0% 50% 100%

Not Interested Somewhat Interested Highly Interested

How efficiently do you think your people perform their jobs?

0% 50% 100%

Not Efficient Average Very Efficient

6. *Combination of Yes/No and Scaled Items*

ITEM Do you perform this task? Frequency\*

Interpret a purchase order Yes No 1 2 3 4 5

Prepare a purchase order Yes No 1 2 3 4 5

Complete a purchasing chart Yes No 1 2 3 4 5

\*frequency

1 = This task is rarely performed.

2 = This task is performed about once a year.

3 = This task is performed about once a month.

4 = This task is performed about once a week.

5 = This task is performed about once a day.

7. *Open – Ended Questions*

In your opinion, what changes should be made to improve the productivity of employees?

Describe the current procedures for handling patient complaints.

What improvements would you suggest for increasing employee morale?

8. *Checklist*

Which of the following training sessions would help you to improve your management abilities?

\_\_\_\_a. Time Management

\_\_\_\_b. Stress Management

\_\_\_\_c. Interpersonal Skills

\_\_\_\_d. Employee Motivation

\_\_\_\_e. Delegating Responsibilities