Job Satisfaction Survey, JSS

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The Job Satisfaction Survey, JSS is a 36 item, nine facet scale to assess employee attitudes about the job and aspects of the job. Each facet is assessed with four items, and a total score is computed from all items. A summated rating scale format is used, with six choices per item ranging from "strongly disagree" to "strongly agree". Items are written in both directions, so about half must be reverse scored. The nine facets are Pay, Promotion, Supervision, Fringe Benefits, Contingent Rewards (performance based rewards), Operating Procedures (required rules and procedures), Coworkers, Nature of Work, and Communication. Although the JSS was originally developed for use in human service organizations, it is applicable to all organizations. The norms provided on this website include a wide range of organization types in both private and public sector.

Below are internal consistency reliabilities (coefficient alpha), based on a sample of 2,870.

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| Scale | Alpha | Description |
| Pay | .75 | Pay and remuneration |
| Promotion | .73 | Promotion opportunities |
| Supervision | .82 | Immediate supervisor |
| Fringe Benefits | .73 | Monetary and nonmonetary fringe benefits |
| Contingent Rewards | .76 | Appreciation, recognition, and rewards for good work |
| Operating Procedures | .62 | Operating policies and procedures |
| Coworkers | .60 | People you work with |
| Nature of Work | .78 | Job tasks themselves |
| Communication | .71 | Communication within the organization |
| Total | .91 | Total of all facets |

For more information about the development and psychometric properties of the JSS, consult the following sources:

Spector, P. E. (1985). Measurement of human service staff satisfaction: Development of the Job Satisfaction Survey. *American Journal of Community Psychology*, *13*, 693-713.

Spector, P. E. (1997). *Job satisfaction: Application, assessment, causes, and consequences*. Thousand Oaks, CA.: Sage.

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