**Role Ambiguity and Role Conflict Scales**

**Citation for Role Stressor Scales**:

Bowling, N. A., Khazon, S., Alarcon, G. M., Blackmore, C. E., Bragg, C. B., Hoepf, M. R., Barelka, A., Kennedy, K., Wang, Q., & Li, H. (2017). Building better measures of role ambiguity and role conflict: The validation of new role stressor scales. *Work & Stress, 31*, 1-23. doi: 10.1080/02678373.2017.1292563

The role stressor measure comprises two scales—a six-item role ambiguity scale and a six-item role conflict scale. Both scales are computed from the average of these six items. Note that three items of each scale are reverse-scored. Each role stressor item is on a 7-point scale from 1 (*strongly disagree*) to 7 (*strongly agree*).

**Scoring Instructions**:

The **Role Ambiguity Scale** is the average of the following six items (\*indicates reverse-scored item):

I am not sure what is expected of me at work.

The requirements of my job aren’t always clear.

I often don’t know what is expected of me at work.

I know everything that I am expected to do at work with certainty.\*

My job duties are clearly defined.\*

I know what I am required to do for every aspect of my job.\*

The **Role Conflict Scale** is the average of the following six items (\*indicates reverse-scored item):

In my job, I often feel like different people are “pulling me in different directions.”

I have to deal with competing demands at work.

My superiors often tell me to do two different things that can’t both be done.

The tasks I am assigned at work rarely come into conflict with each other.\*

The things I am told to do at work do not conflict with each other.\*

In my job, I’m seldom placed in a situation where one job duty conflicts with other job duties.\*

**Presentation of Items**:

In the table below, the role ambiguity and role conflict items appear in a form that could be administered to research participants. Note that this table includes the instructions and item anchors used by Bowling et al. (2017). The order of the 12 role stressor items has been randomized.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| The following questions ask about your experiences at your current job. Please answer each question by selecting the response option that most closely matches your opinion. | Strongly disagree | Disagree | Slightly disagree | Neither agree nor disagree | Slightly agree | Agree | Strongly agree |
| 1. My job duties are clearly defined. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2. In my job, I often feel like different people are “pulling me in different directions.” | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3. The tasks I am assigned at work rarely come into conflict with each other. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4. I know what I am required to do for every aspect of my job. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 5. The requirements of my job aren’t always clear. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 6. I know everything that I am expected to do at work with certainty. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 7. I have to deal with competing demands at work. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8. In my job, I’m seldom placed in a situation where one job duty conflicts with other job duties. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 9. I am not sure what is expected of me at work. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 10. I often don’t know what is expected of me at work. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 11. The things I am told to do at work do not conflict with each other. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 12. My superiors often tell me to do two different things that can’t both be done. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |