

APPENDIX A

INSTRUMENTATION



Dear Colleagues:

Thank you for assisting me with my doctoral dissertation by completing this questionnaire. The research I am conducting is aimed at examining the relationships between organizational trust, psychological sense of community, and the use of specified communication channels in the workplace. The results of this research are intended to provide insight into organizational life and workplace communication.

The completion of the questionnaire, which will require about 10 minutes of your time, is voluntary and confidentiality is guaranteed. There are two main sections of the questionnaire:

- The Informed Consent document. A requirement of Virginia Polytechnic and State University, the document details the purposes of the study and provides additional information about the research. The university requires that you provide your name or e-mail address as indication that you are voluntarily participating in the study. No individual or organization will be identified nor will responses be linked to individuals in the reporting of this data. All responses will be aggregated and reported as group information.
- The 61-item questionnaire. It contains 49 multiple-choice items and two open-ended items. The remaining items are demographic information that will be used to sort the data.

I appreciate your time and your willingness to participate in this study.

Kind regards,

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Virginia Polytechnic Institute and State University
Informed Consent for Participants of Investigative Projects

- Title of Project: Disconnected: Trust and Psychological Sense of Community in a Networked Environment
- Investigator: Kellee Michelle Franklin
- I. Purpose: The purpose of this study is to gain a deeper understanding of the importance of human presence in communication and its relationship to trust and psychological sense of community in the workplace.
- II. Procedures: The participant role in this study is to provide candid and honest responses. The questionnaire will require approximately 10 minutes to complete.
- III. Risk: There is no risk to the participant in providing responses. All responses will be strictly confidential and used for the sole purpose of research.
- IV. Benefits of the Project: Participants will benefit from this study by expanding the current data field in and knowledge of the topic areas examined.
- V. Extent of Anonymity: The responses of all participants will be held in strict confidence. All responses will be entered into a computer database with no personal identification attached. The analysis of data will be accomplished only at the aggregate level. All reports will be grouped data and no individual responses will be analyzed or highlighted. Demographic data is used solely for research purposes.
- VI. Compensation: There will be no compensation for participation in this study.
- VII. Freedom to Withdrawal: Participants may withdraw from this study at any point without penalty. Participants may withhold answering any questions without penalty. Participants may receive a copy of the final report upon request.
- VIII. Approval of Research: This research is under review [has been approved], as required, by the Institutional Review Board for Research Involving Human Subjects at Virginia Polytechnic Institute and State University and the Department of Human Development.

IX. Responsibility of Subject: Respondents agree to voluntarily participate in this study. The primary responsibility of participants is to provide candid and honest responses.

X. Permission of Subject: I have read and understand the Informed Consent and conditions of this project. If I choose to participate, I understand that I may withdraw at any point or refrain from answering specific questions without penalty.

I hereby acknowledge the above and give my voluntary consent for participation in the study.

Signature

Date

Print Name

Please feel free to direct any questions or comments about this study to the following individuals.

Kellee M. Franklin.....(703) 591-4948
Investigator

Albert K. Wiswell, PhD.....(703) 538-8475
Faculty Advisor

David M. Moore, Chair.....(540) 231-4991
IRB, Research Division

I. Using the scale provided, please indicate the extent to which you agree and disagree with the following statements about the work environment of your organization.

WORK ENVIRONMENT	Strongly Disagree	Disagree	Neutral/ Undecided	Agree	Strongly Agree
1. I feel free to discuss work problems with my immediate supervisor without fear of having it used against me later.	1	2	3	4	5
2. I have complete trust that my supervisor will treat me fairly.	1	2	3	4	5
3. If I make a mistake, my immediate supervisor is willing to “forgive and forget.”	1	2	3	4	5
4. My immediate supervisor is friendly and approachable.	1	2	3	4	5
5. I can count on my immediate supervisor for help if I have difficulties with my job.	1	2	3	4	5
6. Management has high regard for the well-being of people who work for this organization.	1	2	3	4	5
7. In my organization, management can be trusted.	1	2	3	4	5
8. When management must make decisions that seem to be against the best interests of employees, I believe that management’s decisions are justified by other considerations.	1	2	3	4	5
9. Management often follows through with what they say they are going to do.	1	2	3	4	5
10. I believe there is a high degree of trust in my organization.	1	2	3	4	5
11. I think this workplace is a good place for me to work.	1	2	3	4	5
12. People in this workplace share the same values.	1	2	3	4	5
13. My colleagues and I want the same thing from this workplace.	1	2	3	4	5
14. I can recognize most of the people in my workplace.	1	2	3	4	5
15. I feel at home in this workplace.	1	2	3	4	5
16. Most of my colleagues know me.	1	2	3	4	5
17. I care about what my workmates think of my actions.	1	2	3	4	5
18. I have influence over what this workplace is like.	1	2	3	4	5
19. If there is a problem in this workplace, people who work here can get it solved.	1	2	3	4	5
20. It is very important to me to work in this workplace.	1	2	3	4	5
21. People in this workplace generally get along with one another.	1	2	3	4	5
22. I expect to work in this workplace for a long time.	1	2	3	4	5
23. I believe there is a strong sense of community in this organization.	1	2	3	4	5

II. Please select the appropriate response that best represents **your current work location**.

WORK LOCATION		Select Appropriate Box (One Only)
24.	I work at my organization's headquarters five days a week	
	I work at my organization's headquarters four days a week, and work one day off-site at a client location or other office building	
	I work at my organization's headquarters three days a week, and work two days off-site at a client location or other office building	
	I work at my organization's headquarters two days a week, and work three days off-site at a client location or other office building	
	I work at my organization's headquarters one day a week, and work four days off-site at a client location or other office building	
	I primarily work off-site at a client location or other office building, returning to headquarters only for meetings/training	

III. Using the scale presented below for questions 25-29, please select the appropriate response that best represents **your physical proximity to others in the workplace**.

PHYSICAL PROXIMITY SCALE				
1 Very Close	2 Close	3 Some Close/Distant	4 Distant	5 Very Distant
I reside within same office space or office floor	I reside within same office building	I reside within same office building and reside at another location equally	I reside in another office building <i>within</i> the local vicinity	I reside in another office building <i>outside</i> local vicinity

PHYSICAL PROXIMITY TO OTHERS	N/A	Very Close	Close	Some Close/Distant	Distant	Very Distant
25. My physical proximity to my subordinates	0	1	2	3	4	5
26. My physical proximity to colleagues on my own team or operational team in my organization	0	1	2	3	4	5
27. My physical proximity to individuals on other operational teams in my organization	0	1	2	3	4	5
28. My physical proximity to my immediate supervisor	0	1	2	3	4	5
29. My physical proximity to the organization's top management	0	1	2	3	4	5

IV. In typical day-to-day operations, how much communication do **you receive from others** and how much communication do **you send to others** in the workplace through the various channels?

RECEIVE FROM OTHERS						SEND TO OTHERS						
N/A	Very Little	Little	Some	Great	Very Great	N/A	Very Little	Little	Some	Great	Very Great	
My subordinates												
0	1	2	3	4	5	Face-to-Face	0	1	2	3	4	5
0	1	2	3	4	5	Paper (e.g., memo, fax, etc.)	0	1	2	3	4	5
0	1	2	3	4	5	Telephone (including voice mail)	0	1	2	3	4	5
0	1	2	3	4	5	E-mail	0	1	2	3	4	5
My colleagues on my own team or operational team in my organization												
0	1	2	3	4	5	Face-to-Face	0	1	2	3	4	5
0	1	2	3	4	5	Paper (e.g., memo, fax, etc.)	0	1	2	3	4	5
0	1	2	3	4	5	Telephone (including voice mail)	0	1	2	3	4	5
0	1	2	3	4	5	E-mail	0	1	2	3	4	5
The individuals on other operational teams in my organization												
0	1	2	3	4	5	Face-to-Face	0	1	2	3	4	5
0	1	2	3	4	5	Paper (e.g., memo, fax, etc.)	0	1	2	3	4	5
0	1	2	3	4	5	Telephone (including voice mail)	0	1	2	3	4	5
0	1	2	3	4	5	E-mail	0	1	2	3	4	5
My immediate supervisor												
0	1	2	3	4	5	Face-to-Face	0	1	2	3	4	5
0	1	2	3	4	5	Paper (e.g., memo, fax, etc.)	0	1	2	3	4	5
0	1	2	3	4	5	Telephone (including voice mail)	0	1	2	3	4	5
0	1	2	3	4	5	E-mail	0	1	2	3	4	5
My organization's top management												
0	1	2	3	4	5	Face-to-Face	0	1	2	3	4	5
0	1	2	3	4	5	Paper (e.g., memo, fax, etc.)	0	1	2	3	4	5
0	1	2	3	4	5	Telephone (including voice mail)	0	1	2	3	4	5
0	1	2	3	4	5	E-mail	0	1	2	3	4	5

V. Please share your personal experiences with e-mail use in the workplace (Optional).

(a) In your opinion, how does e-mail communication (absence of human presence in communication) change the way people communicate/interface with one another in the workplace?

(b) In your opinion, how does the use of e-mail communication influence feelings of trust and psychological sense of community in the workplace?

VI. Please select the appropriate response or enter data.

DEMOGRAPHICS	
Gender (Select One)	Male..... <input type="checkbox"/> Female..... <input type="checkbox"/>
Age (Enter Data)	Age in years..... <input style="width: 50px;" type="text"/>
Time with Organization (Enter Data)	Year(s) and month(s)..... <input style="width: 80px;" type="text"/> <i>(example: 3.10 = 3 years and 10 months)</i>
Level in Organization (Select One)	Staff..... <input type="checkbox"/> Management..... <input type="checkbox"/> Top Management..... <input type="checkbox"/>
Team within Organization	Team 1..... <input type="checkbox"/> Team 2..... <input type="checkbox"/> Team 3..... <input type="checkbox"/>
Highest Education Level Achieved To-Date (Select One)	High school..... <input type="checkbox"/> Associate..... <input type="checkbox"/> Bachelor..... <input type="checkbox"/> Some Graduate..... <input type="checkbox"/> Master..... <input type="checkbox"/> Doctorate..... <input type="checkbox"/>