

CAUSES OF CONFLICT

Role Conflict

1. I have the feeling that my job makes me become torn by conflicting demands.
1 2 3 4 5
Not at all True **Very True**
2. I strongly feel the pressure of "having to get along" with people.
1 2 3 4 5
Not at all True **Very True**
3. I often have differences of opinion between my superiors and myself.
1 2 3 4 5
Not at all True **Very True**
4. I have difficulty gaining the co-operation of the people with whom I work.
1 2 3 4 5
Not at all True **Very True**
5. I have to do things that I don't really want to do.
1 2 3 4 5
Not at all True **Very True**

TOTAL SCORE = _____

Role Ambiguity

1. My goals are totally unclear
1 2 3 4 5
Not at all True **Very True**
2. It is impossible for me to predict with certainty what others will expect of me on the job next week.
1 2 3 4 5
Not at all True **Very True**
3. I don't really know what others expect of me on the job now.
1 2 3 4 5
Not at all True **Very True**
4. The nature of my responsibilities is not clear.
1 2 3 4 5
Not at all True **Very True**
5. The extent of my authority is not well defined.
1 2 3 4 5
Not at all True **Very True**

TOTAL SCORE = _____

CAUSES OF CONFLICT

Role Overload

(Quantitative)

1. In general, I don't have time to meet my job demands.
1 2 3 4 5
Not at all True Very True
2. I get the feeling that the load I have to get through in a day is overwhelming.
1 2 3 4 5
Not at all True Very True
3. There are too many interruptions that interfere with my work.
1 2 3 4 5
Not at all True Very True
4. I have important deadlines to meet in my job.
1 2 3 4 5
Not at all True Very True
5. Sometimes I sacrifice quality in order to get a job done on time.
1 2 3 4 5
Not at all True Very True

TOTAL SCORE = _____

Role Overload

(Qualitative)

1. I find my job too challenging
1 2 3 4 5
Not at all True Very True
2. The assignments in which I am involved are very difficult.
1 2 3 4 5
Not at all True Very True
3. It is important for me to keep well informed about my area of work, and up-date my knowledge in the relevant area.
1 2 3 4 5
Not at all True Very True
4. Often, I have to really "nut out" a work problem.
1 2 3 4 5
Not at all True Very True
5. I feel, at times, that the work problems I face each day are too hard for me to handle.
1 2 3 4 5
Not at all True Very True

TOTAL SCORE = _____