

Instructions for the OQM[®] Survey

1. Introduction

A survey is a helpful tool which can be used to initiate, facilitate, monitor and evaluate change processes, organizational development and quality control. The OQM[®] Survey has been specially designed to give Christian not-for-profit organizations and churches access to a professional and scientific survey at low cost.

The OQM[®] Survey is a ready-to-use product which measures the health and quality of an organization. What makes the OQM[®] Survey unique is its holistic assessment of an organization according to the three dimensions: structural ("organization"), human ("organism") and spiritual ("values").

But OQM[®] is more than just a survey - it is an organizational development process. The goal of OQM[®] is to help an organization develop a more satisfying environment for its workers and do greater justice to its commission. To achieve this purpose, OQM[®] begins by taking bearings of the organization's current position from a holistic point of view. A full assessment is made of all the areas concerned: leadership, co-workers, personal spirituality, structures, values, company culture, life-style, team-work and relationships. During this process, information on "external factors" such as the teams' professionalism and people's inner convictions (eg. faith) is compiled and interlinked.

OQM[®] supports executives by helping them to

- measure the health and quality of their organizations accurately
- refine vision, goals and strategies
- revisit essential values
- focus resources in an appropriate manner
- produce lasting health and fruit
- lead their organization holistically

Research has shown a positive and significant correlation between OQM[®] quality characteristics and commitment, performance, personal stress management and a co-worker's desire to remain with an organization.

Want to know more about OQM[®]? Please read our OQM[®] brochure and the "ABC's of Organic Quality Management".

2. Preparation & Selection of Survey Participants

Data collection is not a trivial part of the OQM[®] survey process. We will use a method that balances efficiency (getting the data as quickly and cheaply as possible with minimum impact on co-worker's time) with effectiveness (getting data that is reliable, complete, accurate, etc.). The suggested 3-step process outlined below will fit most situations. However, because of the wide variety of situations, there is no one-size-fits-all approach to survey data collection. So please feel free to ask us to help you with the selection of survey participants.

Step 1: Define your "target population"

What is the smallest unit of your organization or church you want to get results for? Do you want to get an OQM[®] survey for the overall organization? Or for one or several departments? Or for one of your teams, e.g. the leadership team of your church? We call this the "OQM[®] survey unit".

Depending on your answer, you may need several OQM[®] surveys to get the desired results. If you decide to do one survey for the whole organization, it will not be possible to assess teams or departments. However, if you do OQM[®] surveys for several areas of your organization, usually it will be possible to compile those results into one overall diagram for your organization.

Typically, a survey unit should not be larger than 150 people. If your organization has more than 150 co-workers, we suggest to do several surveys and ask for overall results in addition to the individual survey results.

Step 2: Make a list of all survey participants

An OQM[®] survey can be done even for a pretty small unit of only 3 workers. If your survey unit has less than 30 co-workers, all of them should participate in the survey. If your unit is larger, you have to answer three questions:

- How many co-workers do you have in your survey unit?
- What groups or teams do you have in your survey unit?
- How many co-workers do you have in each of the groups / teams?

Now randomly select about 30 co-workers from your survey unit in a way that keeps the proportions in the different groups.

Example:

- The survey unit has 100 co-workers.
- There are 4 groups within the survey unit.
- Group A has 20 people, group B has 50 people, group C has 10 people, and group D has 20 people.
- The sample would be a random selection of 6 co-workers from group A (=20% of 30), 15 co-workers from group B (50%), 3 co-workers from group C (10%), and 6 co-workers of group D.

Step 3: Preparing for the OQM[®] survey

- Hand out "The ABC's of Organic Quality Management" to survey participants
- Set a date for doing the survey
- Make copies of the OQM[®] questionnaire for all participants

3. Doing the Survey

- Hand out questionnaires, together with envelopes for answered questionnaires
- Arrange a box where the survey participants can drop their envelopes
- Return the closed envelopes to your OQM[®] coach, or enter the answers in the Excel sheet that you received from your OQM[®] coach and return the file to him/her.