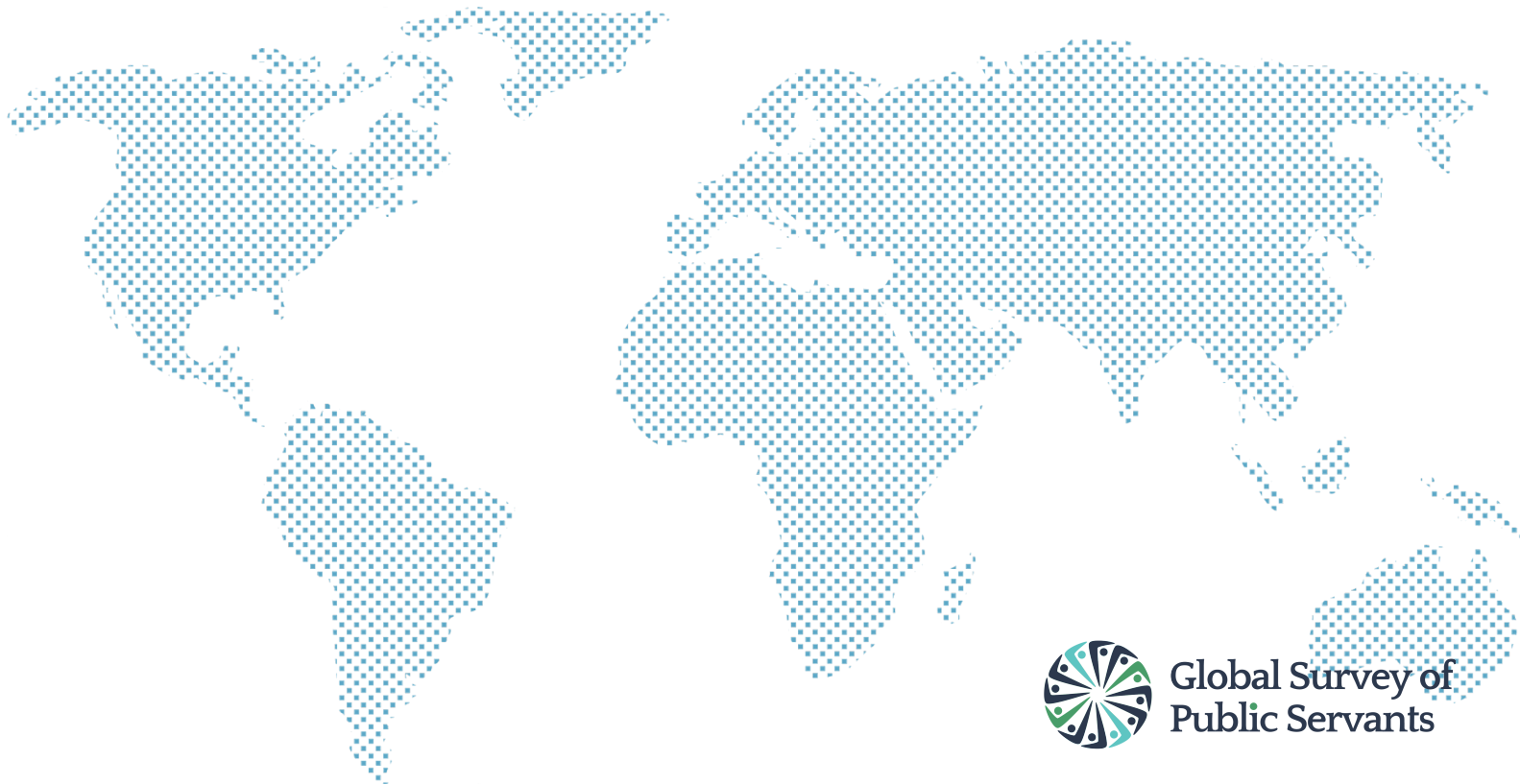


# THE GLOBAL SURVEY OF PUBLIC SERVANTS

## Job Characteristics Module



**Global Survey of  
Public Servants**

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# Global Survey of Public Servants

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## SUMMARY OF THE TRAINING MODULE

The Global Survey of Public Servants (GSPS) is an initiative to generate survey data from public servants in government institutions around the world. **The aim of the initiative is to increase the volume, quality and coherence of survey data on public administration.**

Understanding the motivations, behaviors, organizational environments and management practices of public servants through surveys is central to (1) better understand how public services and states around the world work; and, (2) help governments manage public services better. Further details, such as our approach, conceptual framework and other resources are available at [www.globalsurveyofpublicservants.org](http://www.globalsurveyofpublicservants.org).

The purpose of this document is to provide government counterparts, researchers and other stakeholders with a Job Characteristics module that is not part of the GSPS common module to support and supplement their survey of public servants. By providing this additional module, GSPS hopes to provide both actionable evidence to governments for management improvements and scholarly evidence to further our understanding of how public services work.

The GSPS team are keen to promote the adoption of the other modules in surveys of government officials and stand ready to provide advice on implementation. We are also keen to receive anonymized versions of this module's data to share with the global community and are happy to facilitate the sharing of survey data and resources across teams. For further information, please contact the GSPS team at [info@globalsurveyofpublicservants.org](mailto:info@globalsurveyofpublicservants.org).

## JC. Job Characteristics

<b>JC.1</b>	<p>We would like to understand how important certain <b>knowledge is</b> for your role.</p> <p>Six different types of knowledge are set out in the table below. Please review them and <b>rank the top three in order of importance, with 1 being the most important.</b></p>	<p><b>Respondent should rank the top three tasks in order of importance, with 1 being the most important.</b></p> <p>900 = Don't know; 998 = Refused to answer</p>
<b>JC.1.a</b>	<p><b>Clerical knowledge</b> — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.</p>	<p>[Record rank]</p>
<b>JC.1.b</b>	<p><b>Personnel and Human Resources knowledge</b> — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.</p>	<p>[Record rank]</p>
<b>JC.1.c</b>	<p><b>Administration and Management knowledge</b> — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modelling, leadership techniques, production methods, and coordination of people and resources.</p>	<p>[Record rank]</p>
<b>JC.1.d</b>	<p><b>Computers and Electronics knowledge</b> — Knowledge of computer software, including software applications (e.g. Microsoft Word and Excel) and programming.</p>	<p>[Record rank]</p>
<b>JC.1.e</b>	<p><b>Economics and Accounting knowledge</b> — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.</p>	<p>[Record rank]</p>
<b>JC.1.f</b>	<p><b>Mathematics knowledge</b> — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.</p>	<p>[Record rank]</p>

<b>JC.2</b>	<p>We would like to understand how important certain <b>skills</b> are for your role.</p> <p>Nine skills are set out in the table below. Please review them and <b>rank the top three in order of importance, with 1 being the most important.</b></p>	<p><b>Respondent should rank the top three tasks in order of importance, with 1 being the most important</b></p> <p>900 = Don't know; 998 = Refused to answer</p>
<b>JC.2.a</b>	<b>Speaking</b> — Talking to others to convey information effectively.	[Record rank]
<b>JC.2.b</b>	<b>Active Listening</b> — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	[Record rank]
<b>JC.2.c</b>	<b>Coordination</b> — Adjusting actions in relation to others' actions.	[Record rank]
<b>JC.2.d</b>	<b>Time Management</b> — Managing one's own time and the time of others.	[Record rank]
<b>JC.2.e</b>	<b>Writing</b> — Communicating effectively in writing as appropriate for the needs of the audience.	[Record rank]
<b>JC.2.f</b>	<b>Critical Thinking</b> — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	[Record rank]
<b>JC.2.g</b>	<b>Negotiation</b> — Bringing others together and trying to reconcile differences.	[Record rank]
<b>JC.2.h</b>	<b>Judgment and Decision Making</b> — Considering the relative costs and benefits of potential actions to choose the most appropriate one.	[Record rank]
<b>JC.2.i</b>	<b>Complex Problem Solving</b> — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	[Record rank]

<b>JC.3</b>	<p>We would like to understand how important certain <b>personal characteristics</b> are for your role.</p> <p>Seven personal characteristics are set out in the table below. Please review them and <b>rank the top three in order of importance, with 1 being the most important.</b></p>	<p><b>Respondent should rank the top three tasks in order of importance, with 1 being the most important</b></p> <p>900 = Don't know; 998 = Refused to answer</p>
<b>JC.3.a</b>	<b>Attention to Detail</b> — Job requires being careful about detail and thorough in completing work tasks.	[Record rank]
<b>JC.3.b</b>	<b>Cooperation</b> — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.	[Record rank]
<b>JC.3.c</b>	<b>Self Control</b> — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.	[Record rank]
<b>JC.3.d</b>	<b>Adaptability/Flexibility</b> — Job requires being open to change (positive or negative) and to considerable variety in the workplace.	[Record rank]
<b>JC.3.e</b>	<b>Leadership</b> — Job requires a willingness to lead, take charge, and offer opinions and direction.	[Record rank]
<b>JC.3.f</b>	<b>Persistence</b> — Job requires persistence in the face of obstacles.	[Record rank]
<b>JC.3.g</b>	<b>Innovation</b> — Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.	[Record rank]