

The Communication Satisfaction Questionnaire (CSQ)

by C. W. Downs and Hazen (1977)

There are several kinds of information often associated with a person's job. Such information is listed below. Please indicate how satisfied you are with the amount and/or quality of each kind of information by circling the appropriate number at the right.

Very dissatisfied

Very satisfied

1 2 3 4 5 6 7

Please indicate how satisfied you are with the following (circle the appropriate number at right).

- _____ 1. Extent to which my superiors know and understand the problems faced by subordinates
- _____ 2. Extent to which the organization's communication motivates and stimulates an enthusiasm for meeting its goals
- _____ 3. Extent to which my supervisor listens and pays attention to me
- _____ 4. Extent to which the people in my organization have great ability as communicators
- _____ 5. Extent to which my supervisor offers guidance for solving job related problems
- _____ 6. Extent to which the organization's communication makes me identify with it or feel a vital part of it
- _____ 7. Extent to which the organization's communications are interesting and helpful
- _____ 8. Extent to which my supervisor trusts me
- _____ 9. Extent to which conflicts are handled appropriately through proper communication channels
- _____ 10. Extent to which the grapevine is active in our organization
- _____ 11. Extent to which my supervisor is open to ideas
- _____ 12. Extent to which horizontal communication with other organizational members is accurate and free flowing
- _____ 13. Extent to which communication practices are adaptable to emergencies
- _____ 14. Extent to which my work group is compatible
- _____ 15. Extent to which our meetings are well organized
- _____ 16. Extent to which written directives and reports are clear and concise
- _____ 17. Extent to which the attitudes toward communication in the organization are basically healthy
- _____ 18. Extent to which informal communication is active and accurate
- _____ 19. Extent to which the amount of communication in the organization is about right