

## Job Analysis Questionnaire Preparation Instructions Frequently Asked Questions and Frequent Comments

To: Employees and Supervisors

From: HR and Management Advisory Group International (MAG)

Date: February 12, 2019

Re: Completion Procedure for the Job Analysis Questionnaire (JAQ)  
For the Classification Study

As you know, Galveston County & the Galveston County Health District have requested a review of the classification system. We are now ready to embark on the Job Information gathering phase of this study which requires individual employees or a classification team to complete a Job Analysis Questionnaire (JAQ). The questionnaires can be completed via the MAG website.

### What Is This JAQ All About?

The Job Analysis Questionnaire (JAQ) is a document that asks you to tell us about your job. We are gathering information about what you actually do. What tasks does the work require? What combination of education and experience must someone have to perform the kind of work you do? Do you work primarily in an office or are you exposed to hazards working outside? What level of mental and physical effort is required by your job? These and similar work-related questions are asked.

MAG's questionnaire gathers information about the requirements of the job, not how well anyone does their work. In the JAQ we ask for information about the work, not about people. There is nothing in the questionnaire of a personal or sensitive nature. The information you provide should be the kind of information that can be used to write an accurate job description. Please write all of your responses and comments in terms of what the job requires, and not in terms of personalities or individuals performing the work.

### How Do I Answer That?

Responding to the JAQ can be just as difficult or as easy as you want to make it. Once you get through listing the five (5) or 10 most important "tasks" that your work requires, the Job Analysis Questionnaire is designed to provide several statements that represent various levels of involvement with a specific compensable factor. The JAQ has 14 compensable factors, each of which has a list of 9 or 10 statements. Here's the simplest way to deal with these factors:

- 1) Read the entire list of examples over once, quickly
- 2) Re-read the list of examples, looking for specific things that remind you of the work you perform. You will find that you perform work at several levels.
- 3) Click the highest level that best represents the level of work you perform on a regular basis as part of your job. After that, go to the comments box on the page and describe what you do that supports your selection. Most of the questions we ask provide these kinds of recognition statements to jog your memory. Don't fret over the level you choose, just do your best, then tell us, in your own words how the factor applies to your job.

### This Factor Doesn't Apply to My Job!

Great! This page will only take a few seconds to complete.

Still you need to select a level, add your comment, save the page and you are quickly done! Now go on to the next question. MAG has found that all work has some involvement with each of the factors. Just do your best to find an appropriate selection.

The Job Analysis Questionnaire is designed to include all of the jobs in the organization, and every level of responsibility. One or several of the factors may not apply to your job except at a very low level of involvement. For example, certain management positions will have greater levels of education than will most office jobs.

Using one questionnaire for every job class in the organization allows us to compare every job class against every other job class within the organization, and everyone's job is evaluated on the same scale. Different jobs are more deeply involved in some areas than other jobs are. It is supposed to be that way.

### **This Is Really Difficult! (or) This Is Really Time-Consuming!**

It does require considerable thought to properly describe your work, and it could take approximately one hour to complete the JAQ. If it seems more difficult than that, you are over-thinking it. While we are asking for accurate information, it *is* about the work you do every day. Go back and read "How Do I Answer That" and lighten up on yourself.

### **I Don't Have Enough Time To Finish!**

Normally, we ask for JAQ's to be completed in seven (7) to 10 days, (and one or two weekends). You can work on it a little at a time and come back whenever you want until you mark it finished. You can get to it on the World Wide Web from any computer that has internet access, including the library or a home computer. You can print it out and work on it by hand and have a friend type it in for you if you are not a great typist. Of course, if you wait until the last two hours to get started, you won't have time to do a good job. Start right away, schedule yourself, and you will have plenty of time.

### **Will My Supervisor See What I Write?**

Absolutely. In fact, your supervisor is supposed to provide input as well. Your supervisor's comments and your comments about the duties and responsibilities of your job together create a document that is recognized by the courts as having been prepared by the "subject matter experts". However, your supervisor cannot change what you say about the requirements of the job once you officially mark it "Finished". Supervisors can only agree or disagree with you and enter their own comments separately.

### **Do I Really Have To Do This?**

Participation is usually required. If you don't participate or you are tempted to do a half-hearted job, please remember that we are evaluating your job to properly place it in the classification plan. If you help us understand what your job entails, we can be more accurate. If you don't care, then you are trusting that others in the same job class will properly represent the work that they do, and your work is the same as theirs.

### **Can Other People Change What I wrote?**

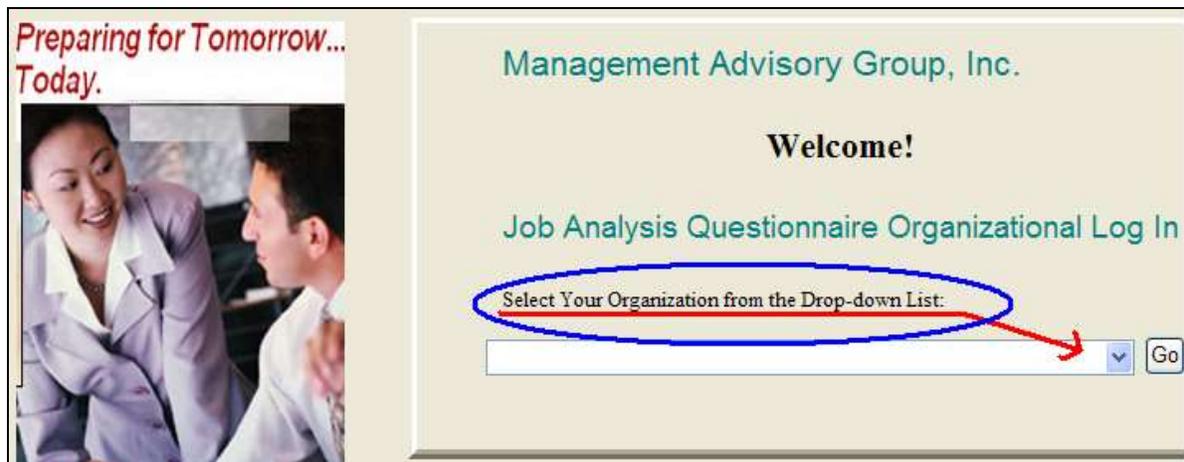
Please read through your JAQ one last time before you select the "Finished" button. Once you mark your JAQ "FINISHED", no one can make any changes. Be sure to do a quick read-through on everything you have written to assure that it is accurate. When you believe you are done, return to the MAIN MENU page and click the "FINISHED" button. That locks it up, and no further changes can be made.

### **Getting Started – Signing On to the JAQ**

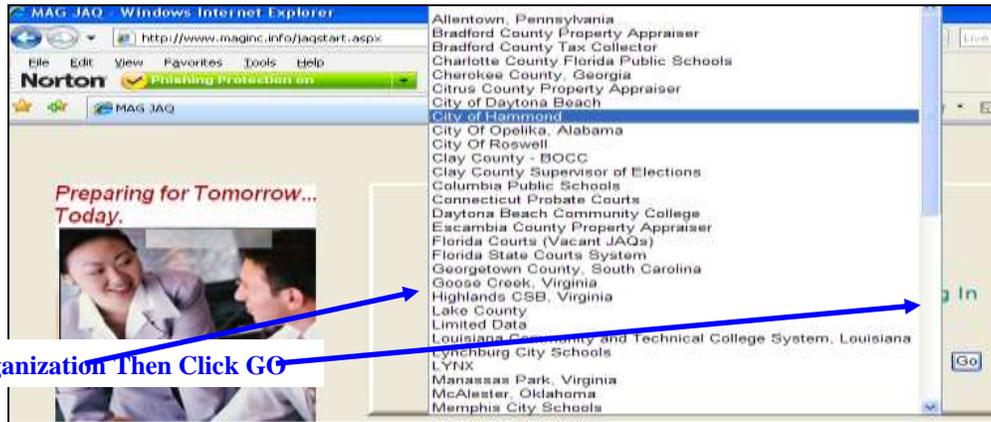
You can get into the MAG web site to complete your JAQ from the office, from the job site, from home, on vacation or from any location as long as you have a computer with internet access. Use your browser (Microsoft Internet Explorer is preferred) to connect to the Management Advisory Group web site at [www.maginc.org](http://www.maginc.org) .



From the home page, click the JAQ button on the left side of the screen. You will be presented with a JAQ box.



Click the arrow, select your organization's name from the drop-down list and click GO.

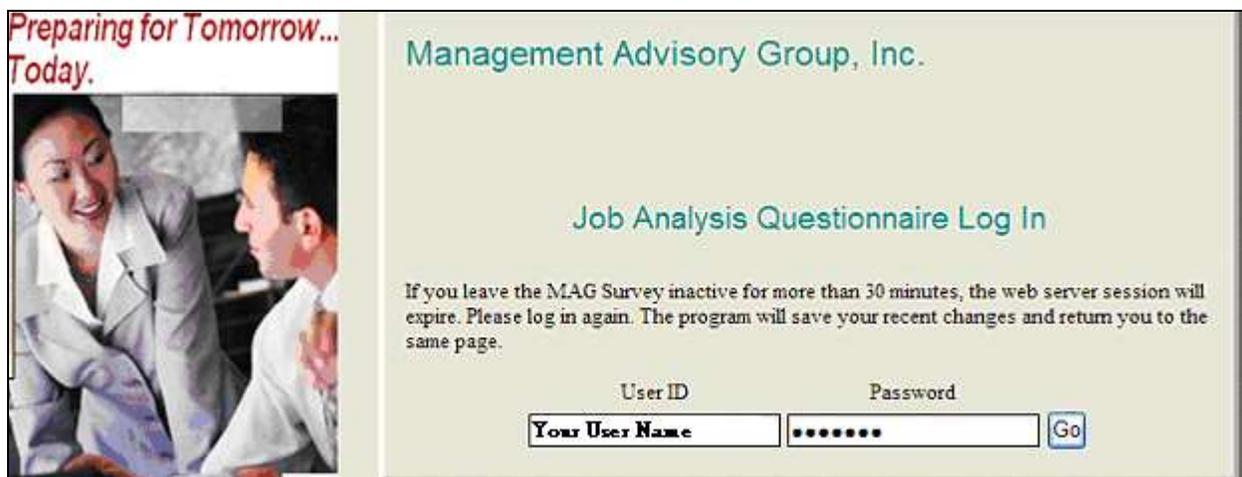


Select Your Organization Then Click GO

You will be presented with a login page.

Enter the user ID: Employee ID    Enter the password: Employee ID

Then click GO.



The employee selection page will appear when you have entered the correct User ID and password. You select the first letter of your last name, and then proceed to a drop-down list of employee names on the next page.

The information that was provided by your organization will appear in the various fields in the page. If your information does not appear, please contact HR.

### Select Your Supervisor from a list at the bottom of the Employee Introductory Page:

Next, select your supervisor's name from the supervisor drop-down list, following the same process you used to locate yourself. If your supervisor's information does not appear, please contact HR.

**1. EMPLOYEE INFORMATION ©**

**Your Information**

First Name(s):  Last Name:

Location/Campus:

Official Job Title:

Emergency Services/Access Specialist:

Working Title:

Emergency Services/Access Specialist:

Department:

Unit:

Years in Current Position:

Years with Organization:

Phone: (  )  -   Extension:

**Your Immediate Supervisor**

Please select the initial letter of the Supervisor's last name in the box and click Go

**Employee Questionnaire:**  
**DEBBIE K DISHMAN**

Once your supervisor's name appears, click the GO button, and your supervisor's information will appear.

After your supervisor's name appears, ***click the SET SUPERVISOR button***

**Your Information**

First Name(s):  Last Name:

Location/Campus:

Official Job Title:

Emergency Services/Access Specialist:

Working Title:

Emergency Services/Access Specialist:

Department:

Unit:

Years in Current Position:

Years with Organization:

Phone: (  )  -   Extension:

**Your Immediate Supervisor**

Warning! You must click "Set Supervisor" button before you click on the "Save" button at the bottom of this section.

Select Your Supervisor's Name and click Set

**Employee Questionnaire:**  
**DEBBIE K DISHMAN**

Select your supervisor, then  
Click  
**SET SUPERVISOR**

This places your name on a list in the supervisor's JAQ so that your supervisor can provide the required review of your comments. The supervisor is not allowed to make any changes in your JAQ, but may agree or disagree with your statements about your job duties and responsibilities. If the supervisor disagrees with what you have said about your job, a supervisor comment must be entered, stating the reason for the disagreement.

If your supervisor's name is not in the list, report the fact to your HR representative who will need to provide information to MAG so that it can be entered into the database. Your supervisor cannot perform the supervisor review and your responses cannot be considered until your supervisor has been selected.

Click the SAVE button at the bottom of the screen to save the identification information page and to activate the navigation buttons at the top of the page.

From this point, it is easiest to **click Main Menu**, to navigate to the various pages of the JAQ. Just click the button for each page number in order, complete the information and return to the main menu.

Employee Questionnaire: DEBBIE K. DISHMAN Log Off

Next Page    Prev Page    **Main Menu**    Make Printable

### 1. EMPLOYEE INFORMATION ©

Your Information

First Name(s)	Last Name
DEBBIE K	DISHMAN
Location/Campus	
HCCC	
Official Job Title	
Emergency Services/Access Specialist	
Working Title	
Emergency Services/Access Specialist	
Department	
ACUTE SERVICES	
Unit	
EMERGENCY SERVICES (MH)	
Years in Current Position	1.5 <small>Numbers Only, No Character</small>
Years with Organization	13.5 <small>Numbers Only, No Character</small>
Phone: (276) 628-9504	Extension

Your Immediate Supervisor

**Main Menu  
button**

## JAQ Main Menu

popup message. You can return later to change your response until you have clicked FINISHED. The Navigation Buttons (Next Page, Previous Page, etc) at the top of the page will also try to save your work before you leave the page but will abandon changes without warning if an error is detected.

When you are completely finished return to the Main Menu and click FINISHED.

Print All Pages

Employee Progress Tracking

Section	Progress	Action
Letter of Introduction		« Go
Main Menu and Instructions		« Go
1. Employee and Supervisor Information	<input checked="" type="checkbox"/>	« Go
2. General Information About Your Job	<input type="checkbox"/>	« Go
3. Job Category	<input type="checkbox"/>	« Go
4. Peers	<input type="checkbox"/>	« Go
5. Subordinates	<input type="checkbox"/>	« Go
6. Essential Tasks	<input type="checkbox"/>	« Go
7. Data Responsibility	<input type="checkbox"/>	« Go
8. People Responsibility	<input type="checkbox"/>	« Go
9. Assets Responsibility	<input type="checkbox"/>	« Go
10. Experience-Related Vocational Requirements	<input type="checkbox"/>	« Go
11. Educational Requirements	<input type="checkbox"/>	« Go
12. Mathematical Requirements	<input type="checkbox"/>	« Go
13. Communications Requirements	<input type="checkbox"/>	« Go
14. Judgement Requirements	<input type="checkbox"/>	« Go

Finished

Each Page visited, becomes checked so you can see where you have been and where you still need to go.

After completing all parts of the JAQ, return to this Main Menu Page and click Finished, locking the JAQ and enabling supervisory review.

The complete JAQ can be printed from the Main Menu Page.

Complete Each Section - Main Menu displays where you have Saved

The easiest and fastest way to get around in the JAQ is from the Main Menu page.

If you cannot complete your JAQ in one sitting, log out and return to it later. You may log back in to your JAQ as many times as necessary to complete it, until you mark it "finished".

### COMPLETING THE INDIVIDUAL JAQ PAGES:

Follow the general instructions on the main menu, and the individual instructions on each page.

To complete most JAQ pages, re-read the "How Do I Answer That" segment earlier in this document. Read the definition at the top of the page (provided where appropriate).

### 7. DATA RESPONSIBILITY©

Data are information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Please select the ONE item below that is closest your responsibility for data or information. At the end of this section you will be asked to provide specific examples of how you do this.

Employee Choice

1. I compare or inspect items against a standard.
2. I copy, transcribe, enter, or post data or information.
3. I compute or perform arithmetic operations using data or information.
4. I collect, classify or format data or information in accordance with a prescribed method to facilitate the identification and extraction of useful information.
5. I gather, organize, analyze, examine, or evaluate data or information and may present or report on these data or information.
6. I coordinate or determine time, place or sequence of operations or activities based on data or information and may implement and report on operations and activities.
7. I plan and direct others in the sequence of major activities and report on operations which are very broad in scope.
8. I synthesize or integrate analysis of data or information to discover facts or develop interpretations; change policies, procedures, or methodologies based on new facts or interpretations.
9. I conduct research to discover new methodologies or to find solutions for unresolved problems.
10. I formulate hypotheses, experimental designs or concepts based on original research.

Save      Cancel

Provide specific examples of how the statement you checked applies to your job. (Briefly-- Limit 512 characters)

I plan the daily work schedule and assign work to each of 12 subordinates, based on required skills, employee skill sets, urgency and timeline of the project, and budget considerations.

- 1) Read all choices
- 2) Select the most appropriate level based on the work required in your job
- 3) Provide examples of your work that apply to your selection

#### Task Statements on the Essential Tasks Page:

Please list at least 5 tasks that are essential components of your job. You can enter as many as 20. Follow the instructions on the page for guidance. For additional help, click the "Show Examples" button on the page.

Employee Questionnaire: Log Off

Prev Page    Next Page    Main Menu    Make Printable

### 6. ESSENTIAL TASKS©

In the space below list the essential tasks that you perform. Please list only significant tasks that take up at least five percent (5%) of your time. Most jobs will have 10 to 15 significant tasks.

- BEGIN EACH TASK WITH AN ACTION VERB.
- Tell why you do each task.

[Show Example](#)

**Rank** In the "Rank" column, indicate the 6 most important tasks you perform in your work. Use "1" for the most important, "2" for next most important, etc. Ranking does not have to match the % of time spent on a task.

**%** In the "%" column, enter the percent of your time spent on that task in the column labeled "%". Note that the total of percentages should equal 100%.

**Frequency** In the "Frequency" column, enter how often you perform the task using the following symbols:  
 D = Daily; W = Weekly; M = Monthly; Q = Quarterly; S = Semi-annually; A = Annually.

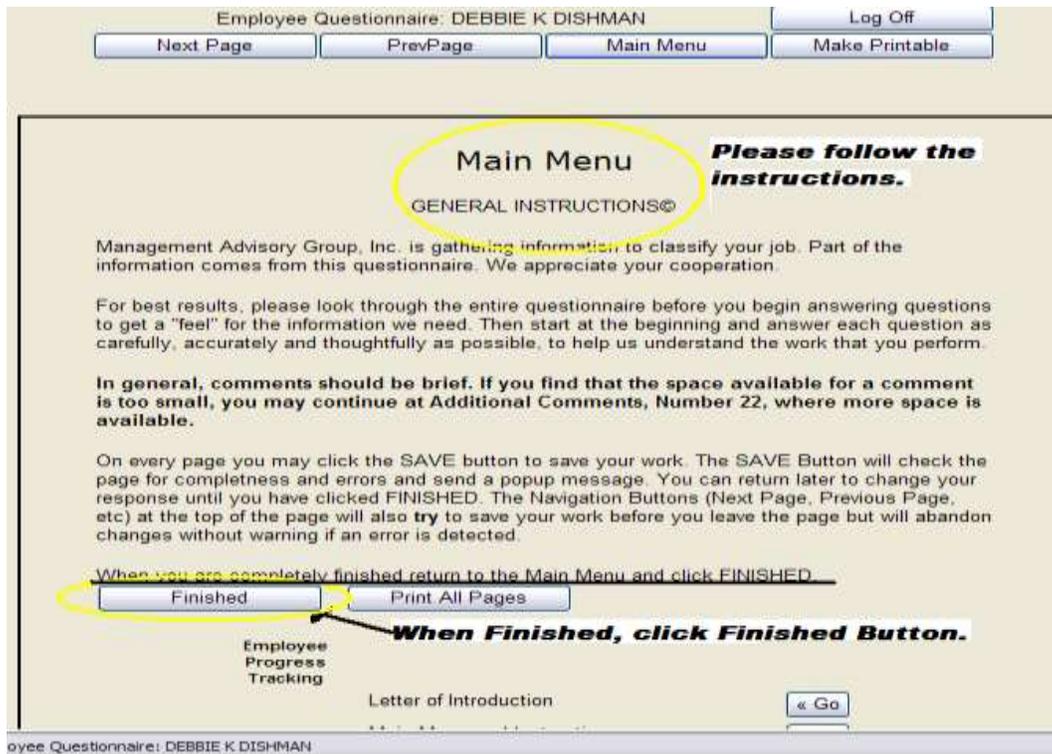
Essential Tasks (Maximum 256 characters, about 5 lines.)	Rank	%	Frequency
	1	100	Daily

#### List Essential Tasks

- Task Statement
- Rank order of Importance: 1,2,3...
- % of time spent on task
- Select Frequency of Task

When your JAQ is completed, **click the FINISHED button on the Main Menu page.** This finalizes, locks it against anyone making changes to your responses, and enables your supervisor to complete

the supervisor comments sections. Your supervisor is required to review your JAQ, but is not cannot change what you have said about the requirements of your job once you mark it "finished".



Your supervisor cannot finish the supervisory review of your JAQ until you have marked it as FINISHED, so please complete the JAQ early, and inform your supervisor when you have done so.

## Supervisors

Please review the JAQ completed by each employee covered by this study who reports to you. These employees will appear at the bottom of the Subordinates page (5) of your own JAQ. If you do not see the name of one or more of your reports, make sure that employee has started and finished his/her JAQ, has selected you as the supervisor, and has clicked the SET SUPERVISOR button on the employee information page. If necessary, ask the employee to reselect you as their supervisor, and Click the **SET SUPERVISOR BUTTON – NOT the Save button** on their own JAQ until their names appear on your "subordinates" page.

Instructions for reviewing subordinates' JAQs are also found on the Subordinates page.

## Assistance

Management Advisory Group requests that if you have problems, please go back and read the instructions a second time. If you are still having a problem, you should call your Human resources department. They will have most of the answers to your questions. If there is anything they cannot answer, they will contact MAG to get an answer for you.

Thank you and have an enjoyable experience!

