

Personal And Organizational Quality Assessment (POQA)

HeartMath LLC



Description

The tool is designed to measure stress indicators, positive and negative effects at the individual level, and organizational culture/climate at the group level.

Tool Construction

85 questions. 4 sections, which include:

- General Information;
- A list words describing feelings;
- A list of words describing the way people think about themselves at times; and
- Questions about feelings and experiences over the last month.

Contact Information

Rollin McCraty

HeartMath LLC

14700 West Park Avenue

Boulder Creek, California

95006

USA

www.heartmath.com



Internal Implementation



Cost



Organizational Culture



Completion Time
10-30 min.



Online Access



Paper Access



Language



Employee Completion



Health Risk Appraisal



Organizational Culture Survey



Needs Assessment



French



Proprietary



Evaluation

History

Current Status: active
Developed: 1995
Adapted From/Built On: None.

Users

Intended Sectors/Sizes of Workplaces

Not size or sector specific.

Intended Users

All employees are encouraged to complete the survey.

Known Users

Shell, Motorola, Intel, FBI, California Department of Corrections.

Practicality Elements

A. Process

Who is Involved

1. Implemented by

The workplace, with the help and support of HeartMath LLC.

2. Workplace staff involvement

The tool can be administered by a Wellness Manager, Chief Medical Officer, or a researcher from the workplace.

3. Workplace leader involvement

Management support is important in receiving good participation numbers. This support can come in the form of filling out surveys, participating in distribution, pre-implementation communication, etc.

4. Collaborative Aspects

The workplace collaborates with HeartMath LLC.

Time Involved

1. Time to complete tool

Approximately 15 minutes per employee.

2. Time from distribution to presentation of results

Approximately 2 weeks.

3. Recommended implementation cycle

HeartMath typically implements the tool a first time, then after 6 weeks, then after 6 months to see how the program's progress is doing. Then it can be used in following years for time-over-time comparison.

Analysis Involved

1. Analysis completed by

In-house: No

External: Yes

HeartMath analyzes both online and print versions of surveys.

2. Process to Analyze

Electronic: Yes

Manual: Yes

Analysis of online version is completed electronically. Analysis of the print version is completed using an NCR scanner.

3. Time to Analyze

Analysis of the data is automatically provided and integrated when using the online tool. No information available on time to analyze print copies.

4. Outcome of Analysis

Aggregate reports and sometimes sub-reports. No individual reports are available.

B. Economics

Total Cost: No information available.

Cost per unit/respondent: Approximately \$1 US/per unit for blank forms, but the cost is also often dependent upon context.

Workplace Resources Used

No information available.

C. Other Considerations

Supports for Implementation (materials and training)

There are some supporting materials available, but not on a commercial basis.* When HeartMath licenses the instrument to another company or organization HeartMath helps the workplace set this up. HeartMath will be re-designing the tool sometime in 2005, and as part of that process, create a manual to make it easier for others to use the tool on their own.

* HeartMath did not create this tool for commercial purposes with the intention to sell it or have it as a "product."

It was created because it was needed for research purposes.

Customization

No customizations are offered.

Skills required to implement, and to analyze and report

No information available on the skills required for implementation.

Languages:

English, French, Korean.

Tested for Cultural Appropriateness: Yes

Tested for literacy level: No

D. Access

Packaged, ready-to-use:

Yes.

How to access

Contact HeartMath LLC (See contact information above).

Restrictions or conditions of access or use

Yes. The tool is copyrighted, but HeartMath is willing to license it to others.

Effectiveness Elements

Evaluation

Validity?:

Yes. There has been face validity testing, factor analysis, scale reliability and some cross correlation of scales to other instruments.

Reliability?:

Yes. The POQA (revised) was distributed to a sample of working adults at several job levels, who commented on the clarity and phrasing of the items on the questionnaire. The format was then revised to provide better face validity. Next, the dimensions were reconfirmed by factor analysis. The two to six items representing each of the dimensions were then subjected to internal consistency analysis on a population of 1568 working adults, using Cronbach's coefficient alpha (α). Alpha coefficients for all scales achieved acceptable reliability scores ranging from a low of .65 on the Goal Clarity dimension to a high of .90 on the Fatigue dimension.

Formative Testing

Pilot testing:

Yes.

Consultations:

Yes.

Focus Groups: Yes. All formative testing was completed in late 1990's and was conducted by IHM (Institute of HeartMath), Heart-Math LLC, and Hunter Kane (a resource management company).

Process Evaluation

Results from the completed surveys have shown that the tool measures what it is intended to and it demonstrates that relational issues (i.e. positive or negative working relationships with co-workers, etc.) in a workplace are a major source of stress and organizational incoherence.

Plausibility Elements

Theoretical Underpinnings

It is based on the theory that individual “coherence” and self-management skills drive the overall organizational climate of a workplace, and, vice-versa, that organizational climate affects individual variables in an organization.

Selected Review Panel Comments

Strengths

Very well-researched and comprehensive tool. Short and simple.

Limitations

Interactive and electronic learning systems may not be available in all workplaces. Participants may need to use heart monitors to track heart rhythms - may be prohibitive in some workplaces.

May not be affordable by smaller workplaces or those with minimal access to electronic technology.

May present a barrier to those with poor levels of literacy.

General Comments

The tool appears more suitable for large product or service driven organizations.