FLIGHT ATTENDANT QUESTIONNAIRE

This questionnaire will provide data for my research thesis to complete my master’s degree in management science. It’s about what motivates you, how you deal with the job of flight attendant, the social support you receive and how all this affects your engagement at work.

The questionnaire should take approximately 20 minutes to complete. Participation is completely on a voluntary basis. Please follow the instructions in each section on how to answer questions. Certain questions might require you to imagine yourself in a particular situation that might be not familiar to you. However, it is important that you complete every question and that you are as honest as possible.

When you have completed the questionnaire please place it in the envelope provided and seal it. Do not write your name on it. The results will be used to complete my thesis. The thesis will be published, but individual responses will remain confidential.

If you have any questions about this questionnaire, please email me on: m.warner@studie.ou.nl.

Thank you very much for taking your time to complete this survey!

Michael Warner
Please complete these first questions by filling in the blanks.

1. I am: ___ Female ___ Male

2. My age: ____

3. My seniority is: ____ years

4. N/A

5: I am based in: FRA

6. Purser qualified: ___ No ___ Yes

7. If yes to question 6, on average how many hours a month do you fly the purser position? ____ Hours.

The next items pertain to a series of hypothetical sketches. Each sketch describes an incident and lists three ways of responding to it. Please read each sketch, imagine yourself in that situation, and then consider each (a, b, and c) of the possible responses. We all respond in a variety of ways to situations, and probably most or all responses are at least slightly likely for you. If it is very unlikely that you would respond the way described in a given response, you should fill in answer 1 or 2. If it is moderately likely, you would select a number in the mid range, and if it is very likely that you would respond as described, you would fill in a 6 or 7.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
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<tbody>
<tr>
<td>very unlikely</td>
<td>moderately likely</td>
<td>very likely</td>
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8. You have been offered a new position in a company where you have worked for some time. The first question that is likely to come to mind is:

a) _____ What if I can't live up to the new responsibility?

b) _____ Will I make more at this position?

c) _____ I wonder if the new work will be interesting.

9. You have a school-age daughter. On parents' night the teacher tells you that your daughter is doing poorly and doesn't seem involved in the work. You are likely to:

a) _____ Talk it over with your daughter to understand further what the problem is.

b) _____ Scold her and hope she does better.

c) _____ Make sure she does the assignments, because she should be working harder.
10. You had a job interview several weeks ago. In the mail you received a form letter which states that the position has been filled. It is likely that you might think:

a) _____ It's not what you know, but who you know.
b) _____ I'm probably not good enough for the job.
c) _____ Somehow they didn't see my qualifications as matching their needs.

11. You are a plant supervisor and have been charged with the task of allotting coffee breaks to three workers who cannot all break at once. You would likely handle this by:

a) _____ Telling the three workers the situation and having them work with you on the schedule.
b) _____ Simply assigning times that each can break to avoid any problems.
c) _____ Find out from someone in authority what to do or what was done in the past.

12. A close (same-sex) friend of yours has been moody lately, and a couple of times has become very angry with you over "nothing." You might:

a) _____ Share your observations with him/her and try to find out what is going on for him/her.
b) _____ Ignore it because there's not much you can do about it anyway.
c) _____ Tell him/her that you're willing to spend time together if and only if he/she makes more effort to control him/herself.

13. You have just received the results of a test you took, and you discovered that you did very poorly. Your initial reaction is likely to be:

a) _____ "I can't do anything right," and feel sad.
b) _____ "I wonder how it is I did so poorly," and feel disappointed.
c) _____ "That stupid test doesn't show anything," and feel angry.

14. You have been invited to a large party where you know very few people. As you look forward to the evening, you would likely expect that:

a) _____ You'll try to fit in with whatever is happening in order to have a good time and not look bad.
b) _____ You'll find some people with whom you can relate.
c) _____ You'll probably feel somewhat isolated and unnoticed.
15. You are asked to plan a picnic for yourself and your fellow employees. Your style for approaching this project could most likely be characterized as:

a) ______ Take charge: that is, you would make most of the major decisions yourself.

b) ______ Follow precedent: you're not really up to the task so you'd do it the way it's been done before.

c) ______ Seek participation: get inputs from others who want to make plans before you make the final schedule plans.

16. Recently a position opened up at your place of work that could have meant a promotion for you. However, a person you work with was offered the job rather than you. In evaluating the situation, you're likely to think:

a) ______ You didn't really expect the job; you frequently get passed over.

b) ______ The other person probably "did the right things" politically to get the job.

c) ______ You would probably take a look at factors in your own performance that led you to be passed over.

17. You are embarking on a new career. The most important consideration is likely to be:

a) ______ Whether you can do the work without getting in over your head.

b) ______ How interested you are in that kind of work.

c) ______ Whether there are good possibilities for advancement.

18. A woman who works for you has generally done an adequate job. However, for the past two weeks her work has not been up to par and she appears to be less actively interested in her work. Your reaction is likely to be:

a) ______ Tell her that her work is below what is expected and that she should start working harder.

b) ______ Ask her about the problem and let her know you are available to help work it out.

c) ______ It's hard to know what to do to get her straightened out.

19. Your company has promoted you to a position in a city far from your present location. As you think about the move you would probably:

a) ______ Feel interested in the new challenge and a little nervous at the same time.

b) ______ Feel excited about the higher status and salary that is involved.

c) ______ Feel stressed and anxious about the upcoming changes.
The following questions deal with the quality of emotions (positive, negative, neutral) that you display when interacting with customers. Please indicate how often you feel it by filling in the number (from 1 to 5) before every statement that best describes how frequently you feel that way.

<table>
<thead>
<tr>
<th>Very rarely</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very often</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Never</td>
<td>Once a week</td>
<td>Once a day/flight</td>
<td>Several times a flight</td>
<td>Several times an hour</td>
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</table>

20. ______ How often in your job do you have to display **pleasant emotions** towards customers (i.e. friendliness or kindness)?

21. ______ How often in your job do you have to display **unpleasant emotions** towards customers (i.e. strictness or anger if rules are not followed)?

22. ______ How often in your job do you have to put customers in a **positive mood** (i.e. pleasing somebody)?

23. ______ How often in your job do you have to put customers in a **negative mood** (i.e. unsettle/alarm)?

24. ______ How often in your job do you have to display, according to the situation, **differing positive emotions** towards customers (i.e. friendliness and enthusiasm and hope etc.)?

25. ______ How often in your job do you have to display, according to the situation, **differing negative emotions** towards customers (i.e. anger and disappointment and strictness etc.)?

26. ______ How often do **you yourself** have to **come across as being in a positive mood** when dealing with customers (i.e. cheerful)?
Jobs entailing contact with customers differ in the extent to which one needs to consider the feelings of the customers as well as in how one should control one’s own feelings. For each of the following questions, please mark the answer which best describes your job.

<table>
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<tr>
<th>Very rarely</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very often</th>
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</thead>
<tbody>
<tr>
<td>1 Never</td>
<td>2 Once a week</td>
<td>3 Once a day/flight</td>
<td>4 Several times a flight</td>
<td>5 Several times an hour</td>
</tr>
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</table>

27. ______ How often is it necessary in your job **to empathize with the customers’ emotions**?

28. ______ How often is it of importance in your job **to know how the customers are feeling** at the moment?

29. ______ How often is it necessary in your job to **put yourself into your customers’ place**?

30. ______ How often in your job do you have to **suppress emotions** in order to appear “neutral” on the outside?

31. ______ How often in your job do you have to display emotions that **do not agree with your actual feelings toward the customers**?

32. ______ How often in your job do you have to display pleasant emotions (i.e. friendliness) or unpleasant emotions (i.e. strictness) on the outside **while actually feeling indifferent inside**?

33. ______ How often in your job do you have to display emotions that **do not agree with your true feelings**?
The following questions are designed to establish how much support you feel you have from the people around you. Please answer each question with the level of support you feel you receive from each party.

<table>
<thead>
<tr>
<th>Don't have</th>
<th>Not at all</th>
<th>A little</th>
<th>Somewhat</th>
<th>Very much</th>
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</thead>
<tbody>
<tr>
<td>1 such a person</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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34. How much do each of these people go out of their way to do things to make your work life easier for you?
   a. ______ Your immediate supervisor
   b. ______ The pursers you fly with **in general**
   c. ______ Your work colleagues

35. How easy is it to talk to each of the following people?
   a. ______ Your immediate supervisor
   b. ______ The pursers you fly with **in general**
   c. ______ Your work colleagues

36. How much can each of the following people be relied on when things get tough at work?
   a. ______ Your immediate supervisor
   b. ______ The pursers you fly with **in general**
   c. ______ Your work colleagues

37. How much is each of the following people willing to listen to your personal problems?
   a. ______ Your immediate supervisor
   b. ______ The pursers you fly with **in general**
   c. ______ Your work colleagues
The following 9 statements are about how you feel at work. Please read each statement carefully and decide if you ever feel this way about your job. If you have never had this feeling, cross the ‘0’ (zero) in the space after the statement. If you have had this feeling, indicate how often you feel it by crossing the number (from 1 to 6) that best describes how frequently you feel that way.

<table>
<thead>
<tr>
<th>0</th>
<th>Almost never</th>
<th>1</th>
<th>Rarely</th>
<th>2</th>
<th>Sometimes</th>
<th>3</th>
<th>Often</th>
<th>4</th>
<th>Very often</th>
<th>5</th>
<th>Always</th>
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<tbody>
<tr>
<td>Never</td>
<td>A few times a year or less</td>
<td>Once a month or less</td>
<td>A few times a month</td>
<td>Once a week</td>
<td>A few times a week</td>
<td>Every day</td>
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38. ________ At my work, I feel bursting with energy.

39. ________ At my job, I feel strong and vigorous.

40. ________ I am enthusiastic about my job.

41. ________ My job inspires me.

42. ________ When I get up in the morning, I feel like going to work.

43. ________ I feel happy when I am working intensely.

44. ________ I am proud of the work that I do.

45. ________ I am immersed in my work.

46. ________ I get carried away when I’m working.

Thank you for your time!