

Job Satisfaction Survey (JSS)

by **James Lani**

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The **Job Satisfaction Survey (JSS)** is a questionnaire used to evaluate nine dimensions of job satisfaction related to overall satisfaction. This instrument is well established among the other job satisfaction scales.

In order to take the test, the participants are asked to respond to 36 items, or 4 items for each of the nine sub-scales. For each item, there is choices between "strongly disagree" to "strongly agree," six choices in all, with which the participants must respond.

Author

[Paul E. Spector](#), 1985

Reliability and Validity

This well-established instrument has been repeatedly investigated for reliability and validity. The nine sub-scales related moderately to well between each other, internal consistency; a score of 0.60 for coworker to 0.91 for the total scale. Overall, an average on 0.70 for internal consistency was obtained out of a sample of 3,067 individuals. Over a 18 month time period, an internal consistency of 0.37-0.74 was calculated for a smaller sample of 43 workers. Studies using various scales for job satisfaction on an single employee, supported validity. A correlation of 0.61 for coworkers to 0.80 for supervision was calculated between five of the Job Satisfaction sub-scale and some of the Job Description Index.

Obtaining the JSS

Author quote: "The JSS is a copyrighted scale. It can be used free of charge for noncommercial educational and research purposes, in return for the sharing of results". See the following page for more information, instructions, and links:

[JSS Overview](#)

If you need assistance with this survey instrument once obtained...

Statistics Solutions consists of a team of professional methodologists and statisticians that can assist the student or professional researcher in administering the survey instrument, collecting the data, conducting

the analyses and explaining the results.

For additional information on these services, [click here](#).

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