Activity

Using The Job Quality Outcome Maps to Focus Job Design Work

The Job Quality Outcome Maps connect seven categories of job characteristics with five key business outcomes that impact organizational performance. You can use these maps to identify high-potential areas to focus job design efforts based on key outcomes you hope to impact. You can find the key terms and job quality outcome maps at the end of this activity.

This worksheet walks you through how to use the Job Quality Outcome Maps to focus your efforts in three steps:

1. Pick the business outcome you want to impact
2. Identify key job characteristics that influence your chosen outcomes
3. Reflect on how these issues impact your business and what you hope to learn or achieve through your job design efforts

Set aside 60 minutes for this activity.

Step 1: Select
What are the core issues at your business? Which outcome(s) do you hope to impact?
Circle below or write your own.

<table>
<thead>
<tr>
<th>Turnover Intention</th>
<th>Commitment to the Organization</th>
<th>Individual Performance</th>
<th>Engagement at Work</th>
<th>Burnout</th>
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<td>Other:</td>
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Step 2: Connect
Which job characteristic(s) can you influence to improve your chosen outcome(s)? Which characteristics do you want to learn more about? Which could you influence through a collaborative process? (Tips: Think of these characteristics as leverage points you can use to focus your job quality improvement efforts. Use the key on the maps to see which characteristics influence which outcomes.) Select as many as you like.

- Elements of the Job Experience
- Health and Safety, Work Environment
- Terms of Employment
- Supervision Quality
- Pay and Benefits
- Work-Life Balance
- Representation and Voice

Comments:
Planning for Job Outcomes

Step 3: Reflect

What impact do these outcomes or characteristics have on your business? Why is this important? What changes do you hope to see through the job design work? (Tip: These insights can help guide your collaborative workgroup as they explore issues and create potential solutions.)

Key Terms

Five Business Outcomes

Turnover Intention
Whether an employee plans to leave their job

Commitment to the Organization
How much an employee feels a sense of belonging and dedication to their organization

Individual Performance
An employee’s self-assessment of the quality of their work on the job

Engagement at Work
How much attention and energy an employee dedicates to their work

Burnout
How much an employee becomes mentally, physically, and emotionally exhausted and drained by their work

Detailed Job Quality Outcome Maps and full glossary can be found in the Toolkit Activity Workbook appendix.
## JOB QUALITY OUTCOME MAPS

### CONNECTING JOB CHARACTERISTICS AND EMPLOYER OUTCOMES

#### EMPLOYER OUTCOMES

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<th>T</th>
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<td>C</td>
<td>Commitment to the Organization</td>
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#### JOB CHARACTERISTICS

- Elements of the Job Experience
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