

Planning for Job Outcomes

> 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.

**Turnover
Intention**

**Commitment to
the Organization**

**Individual
Performance**

**Engagement
at Work**

Burnout

Other:

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

Pay and Benefits

Health and Safety, Work Environment

Work-Life Balance

Terms of Employment

Representation and Voice

Supervision Quality

Comments:

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

