

# SWS<sup>TM</sup>

## SURVEY OF WORK STYLES

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REPORT PREPARED FOR:

**JANE SAMPLE (gender: female)**

QUESTIONNAIRE USED UNDER LICENSE BY:

Psychologist: DEMO

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## UNDERSTANDING THIS REPORT

### PURPOSE

This report will help in the better understanding of the preferences, attitudes, and behaviors characteristic for the evaluated person in key dimensions of the Type A behavior pattern (TABP) as defined by Rosenman et al. (1975). The TABP defines those persons who perceive stress in a very acute manner, becoming thus on the long term highly susceptible to manifesting coronary heart diseases.

### DEFINITION

The Type A behavior pattern has been validated as a risk factor for coronary heart disease but also for a number of other physical conditions. The TABP has been characterized by vigorous verbal and psychomotor mannerisms, a chronic sense of time urgency, easily aroused anger and hostility, enhanced competitiveness, extreme impatience, and aggressive achievement striving

### USAGE

This report is intended for the use of psychologists, counsellors or other specialised professionals in their work with clients. The report may be used in clinical activities, in personal development and optimisation and in human resources activities, such as selection for certain professions, career counselling and coaching for managerial occupations. Even though also valid for everyday-life situations, this report is targeted in such a way as to accurately predict workplace behaviors congruent with the TABP.

Although formulated like a stand-alone report, which especially in the second section (detailed report) may also be easily read by persons not trained in the usage of psychological tests, this report has been projected and developed in such a way as to offer assistance to the professional who is interpreting the test results.

These results should only be considered in conjunction with professional judgment, after a careful and detailed analysis, and only after corroborating these data with the results of an interview and of possible other psychometric instruments. Results contained in this report may be subject to alterations and special highlights as a function of such corroborations made by a specialised professional.

### FUNDAMENT

This report is based on the SWS, an instrument that has been validated in a wide variety of research programs.

The Survey of Work Styles (SWS) is a structured, nonverbal, omnibus measure of behavioral constants and personality traits, that was constructed to measure the TABP. The questionnaire consists of 96 items, grouped on 6 content scales, one general scale and one supplemental scale which maximizes the differentiations between Type A (prone to experience a high level of stress) and Type B (experiencing low levels of stress) subjects.

## WHAT INFORMATION DOES THIS REPORT INCLUDE?

### CONTENT

In addition to the introductory section, the report contains two main sections:

1. The SWS profile,
2. The Detailed Report.

### PROFILE

The SWS profile section contains a graphical representation of the scores characteristic for the evaluated person, for every one of the six structural and the two supplementary scales.

### PERCENTILES

The scores for all the SWS scales are represented in percentiles. Percentiles are values that divide cases according to values below which certain percentages of cases fall. For example, the 10th percentile for the ANG scale is the value of the scale where 10% of the subjects score below and 90% above. Percentiles are computed based on a Romanian national-wide normative sample of N=1100 subjects (550 males and 550 females).

Please also note that the SWS profile section contains two pages, one based in both scoring and graphic representation on the combined norms and one based on the gender-specific norms. Gender-specific, or more general scores, can be important, depending on how the report is being used.

### DRILLDOWN

The detailed report offers a drilldown of the characteristics ascertained through the SWS and already pictured in the charts in the SWS profile section. The charts in this section and the subsequent comments are based on the combined norms.

This section has been developed in such a way as to offer assistance to the psychologist who is interpreting the results, as to minimize his/her need of reverting to the test manual.

This section may also be read by the evaluated person as part of a structured discussion or development program he/she is part of. However, considering the conclusions of this report should only be done after discussing them with a specialised professional.

### MEANING

This section contains for every one of the SWS scales one chart, capturing both the percentiles (above) and the raw scores (below), with a special marker where the evaluated person's score has been computed. Also, below every chart one may read a description of typical behaviors for low and high scorers on the respective scale, some typical adjectival descriptions for these low and high scorers, as well as some suggestions for personal development which are adapted to the score of the evaluated person on the respective scale.

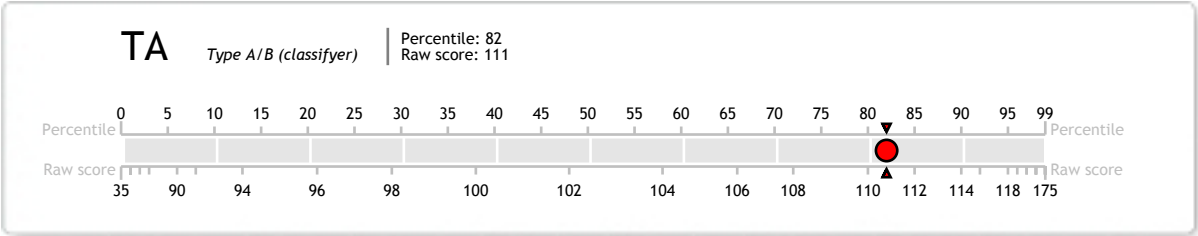
# SWS PROFILE



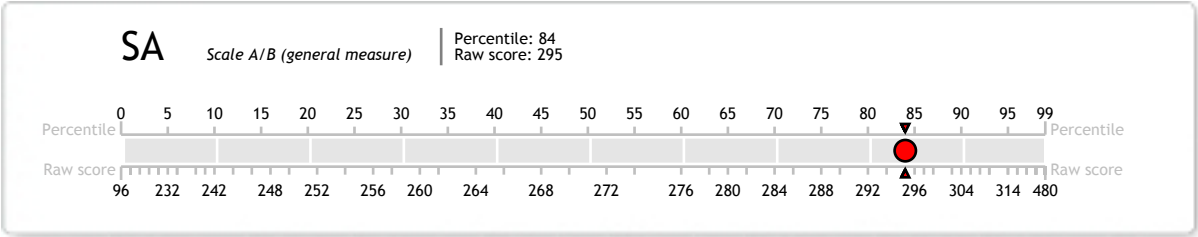
Norm: FEMALE (RO)



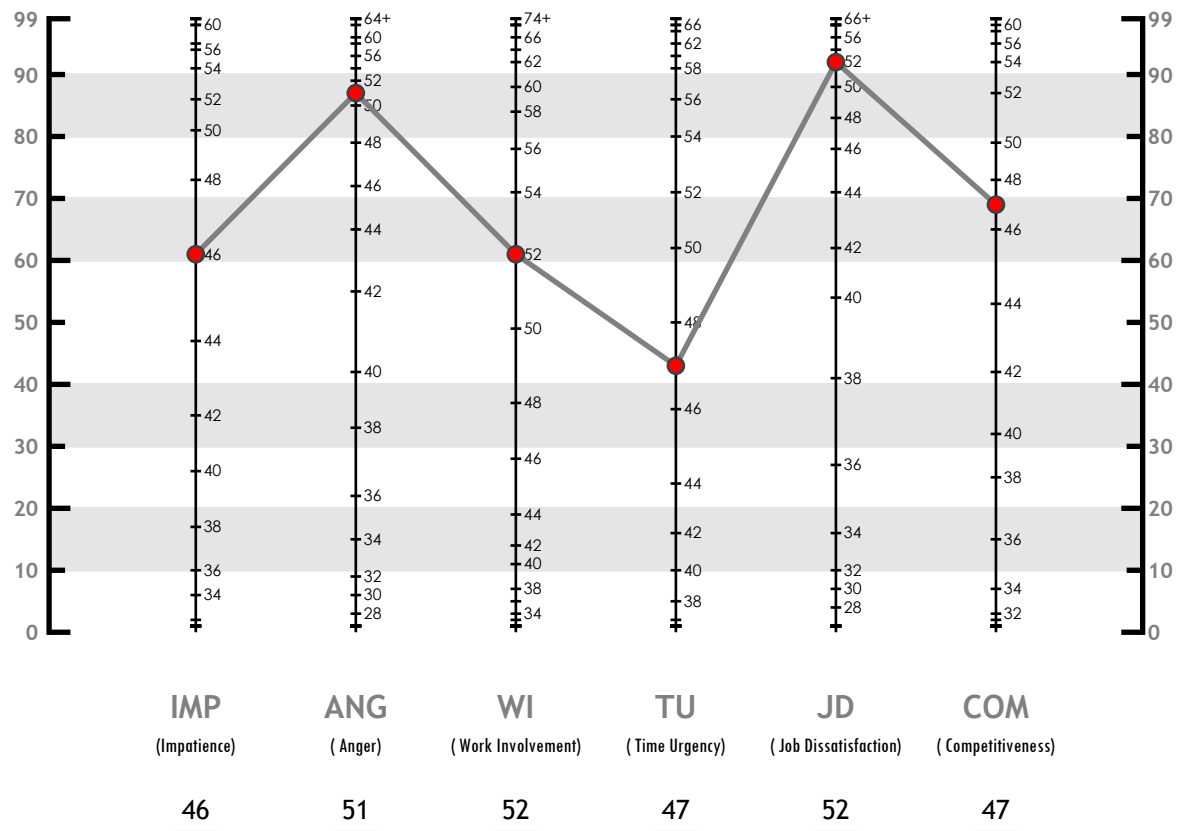
## BEHAVIORAL CLASSIFICATION: TYPE A



## GLOBAL INDICATOR. (A Scale)



## PROFILE OF THE STRUCTURAL SCALES. (Percentiles)



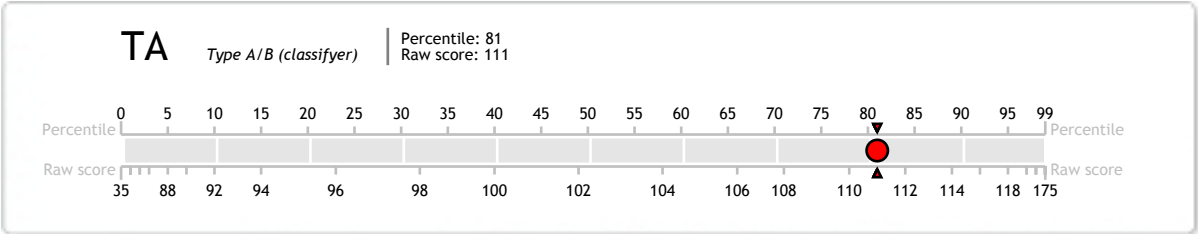
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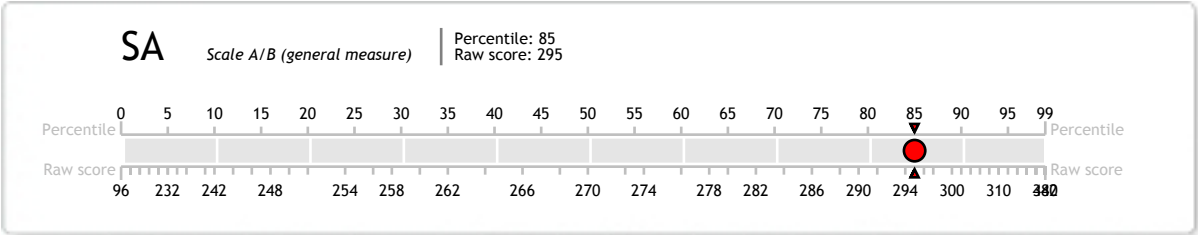
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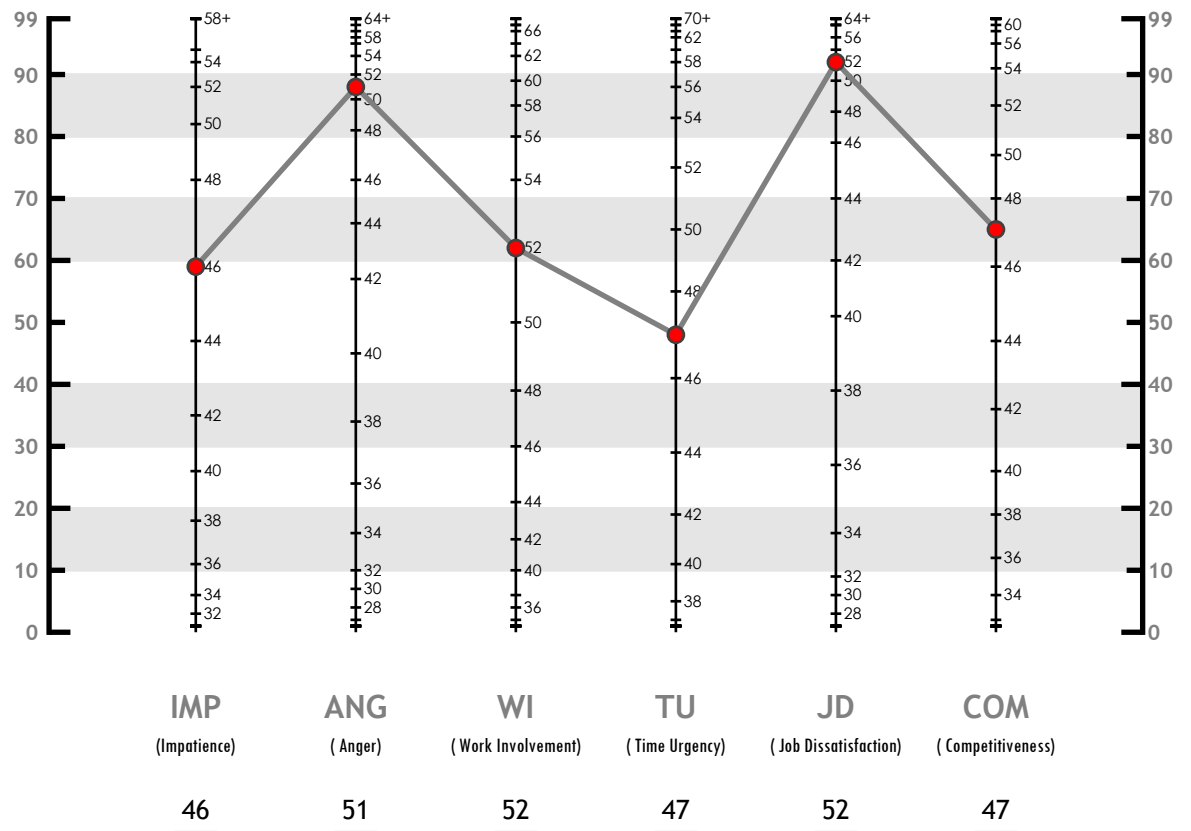
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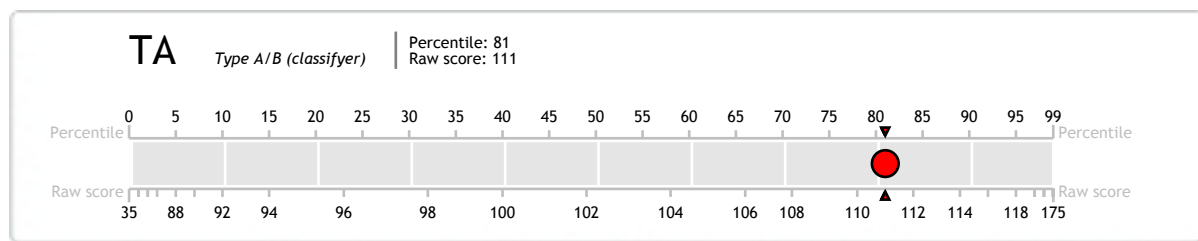
## DETAILED REPORT

\* This detailed report is based on the COMBINED norms.

\*\* For usage of this detailed report, please consider the description contained in the introductory text to this file.



### BEHAVIOR TYPE: A



### DESCRIPTION

This type of persons is generally characterized by fairly high impulsiveness and relatively low self-control. All these features combine together and make them relatively impatient, unpredictable, and rather strict.

These are persons who involve themselves very much in work activities, generally assigning more time than is formally required to work tasks. At the same time, they do not overdo it, they do not push their limits, and most of the time they have the strength to stop working when they reached their limit. They are exclusively dedicated to work activities and they know how to appreciate the relaxing aspects of life.

They are sometimes easily angered and annoyed, and these negative emotional states usually are prolonged more than necessary. When they feel irritated have the tendency to react impulsively and radically, but are not totally unwilling to rational reasoning. Because of this, they may calm themselves down rather easily, once they realized they reacted too harsh.

These people tend to work with the objective to accomplish their work tasks in as little time as possible, but at the same time they do not neglect the qualitative aspects of work. They rather renounce a new project, if this would mean they need to assign less time than necessary to the current project. They also are able to organize their work relatively well, so as to avoid crises generated by lack of time.

Some persons characterized by this type of behaviour may feel dissatisfaction with their job, but generally they address the negative aspects, and do not let them inflate.

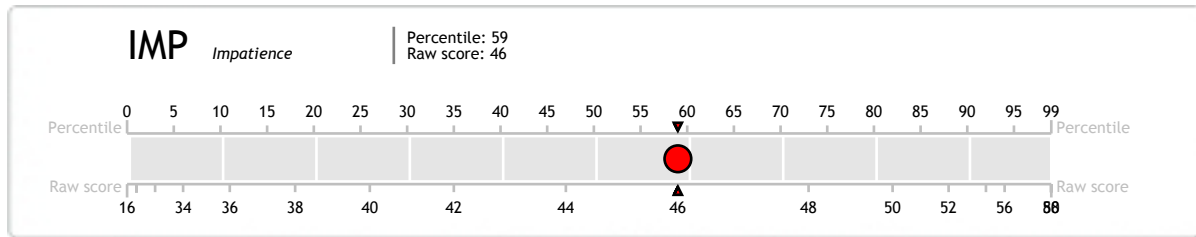
They are able to perceive the positive aspects of their work and to put things in perspective.

In certain situations they may act over-competitive, but these moments are usually rare, far-apart, and caused by external factors.

Individuals characterized by this type of behaviour are generally more prone to coronary heart disease (CHD) like cardiac ischemia, angina pectoris, and in time even to myocardial infarct. They are also predisposed to ailments such as burnout syndrome, diabetes, peptic ulcer, colitis or chronic migraines.



## Scale IMP: Impatience



## BEHAVIORAL DESCRIPTION

These people do not get anxious and aggressive when they confront with difficult situations, postponements and interruptions at work.

In general they put up well with others' mistakes and offer them support in order to improve and to make progress.

Sometimes when they confront an extremely difficult task and must work against time, they may become nervous, agitated and restless. In these moments they do not care about others' feelings and are concerned only with task completion.



## ADJECTIVAL DESCRIPTION

These people are described by others as relatively temperate, barely restless, nervous or hurried, relatively moderate and calm, tolerant towards others' mistakes.



## SUGGESTIONS FOR PERSONAL DEVELOPMENT

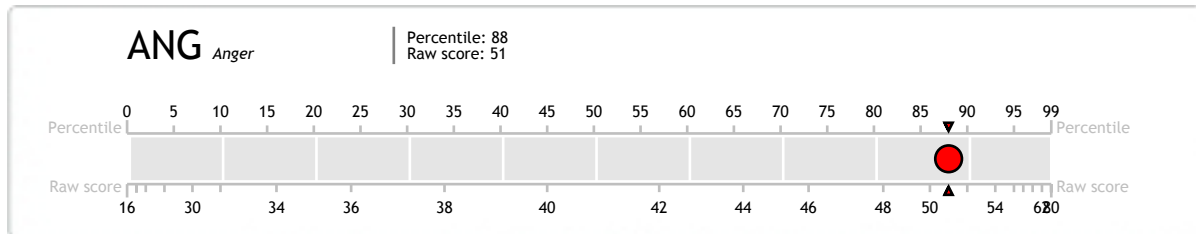
These individuals must learn to share the responsibility with other people participating in a certain project.

They must learn to consult and make decisions with their colleagues, so that they might handle effectively the pressure caused by the difficulty of the task or by the lack of time.

It is advisable to establish a deadline in accordance with their workload and to organize periodic assessment sessions, in order to have time for possible adjustments.



## Scale ANG: Anger



## BEHAVIORAL DESCRIPTION

These people have relatively low self-control and for this reason they get angry easily, and when this thing happens they tend to maintain this negative state for a long time. When they feel threatened or provoked, they react instantly, without taking time to ponder the situation.

They do not forget easily unpleasant situations, or people who acted inappropriately toward them. Even after a long time, it is possible to bring into discussion past events, and this demonstrates that they have yet to resolve their internal conflicts.

They are fairly intolerant with other people's mistakes and even sanction them. These people are not able to cope effectively with stressors at work and that's why they react aggressively and without tact. All these characteristics hinder their communication and their effectiveness in interpersonal relationships.



## ADJECTIVAL DESCRIPTION

These people are described by others as nervous, angry, cynical, ironical, passionate, competitive, revengeful, and coercive.



## SUGGESTIONS FOR PERSONAL DEVELOPMENT

These people must learn to look at the bright sides of the events which get them angry. It is advisable to educate their patience and self-control, so as to not react impulsively.

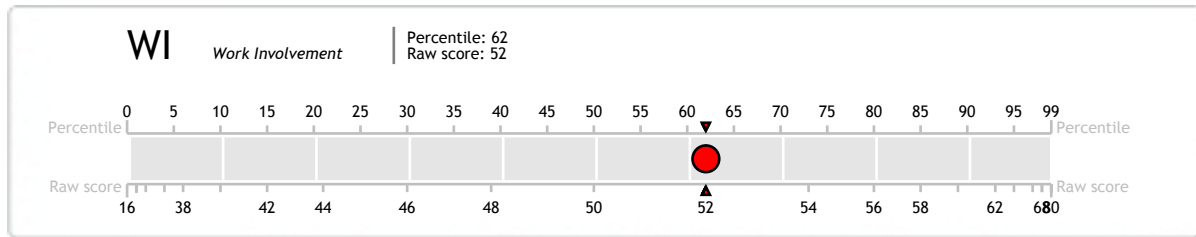
They must try to put themselves in someone else's shoes and imagine how it is to be treated in an extremely ruling and authoritative manner. These persons must learn that when people make mistakes they do not do it on purpose, they usually have strong reasons for that.

Negative events must be carefully thought over, in order to discover which could be the underlying causes. These persons must try hard not react hastily, because most of the time they overestimate the importance of the situation.





## Scale WI: Work Involvement



## BEHAVIORAL DESCRIPTION

These people assume responsibility and involve deeply in work tasks and sometimes tend to exaggerate, but they do it only in very important situations, which require an increased meticulousness. Although they lay emphasis on their work, they manage to keep balance between their work and the rest of their life.



## ADJECTIVAL DESCRIPTION

These people are described by others as devoted, responsible, involved, persevering, concerned, and serious, having a high range of interests.



## SUGGESTIONS FOR PERSONAL DEVELOPMENT

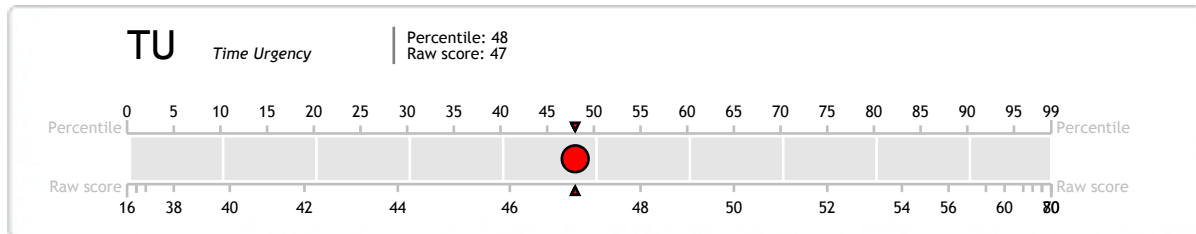
These people must look into all life areas and observe whether their professional activity exerts negative effects on their personal life.

They must learn to have brief periods of relaxation, even at work, because they can not have a high productivity all the time.

It is advisable to at least once a day take half an hour to relax in their favourite way.



## Scale TU: Time Urgency



## BEHAVIORAL DESCRIPTION

These people take on a reasonable amount of work. They work under a moderate amount of time pressure.

When they have to complete a task, they allot a moderate amount of time for recesses and rest. When they think it is unlikely to perform the task adequately, or when they confront many obstacles they feel pressured by time, which could lead to restless and anxiety.

Most likely, the factors which cause time pressure are not personality traits, but are manifested situationally.



## ADJECTIVAL DESCRIPTION

These persons are described by others as relatively temperate, a little bit hurried, oscillating, fluctuating, situationally inconstant, changing, and active.



## SUGGESTIONS FOR PERSONAL DEVELOPMENT

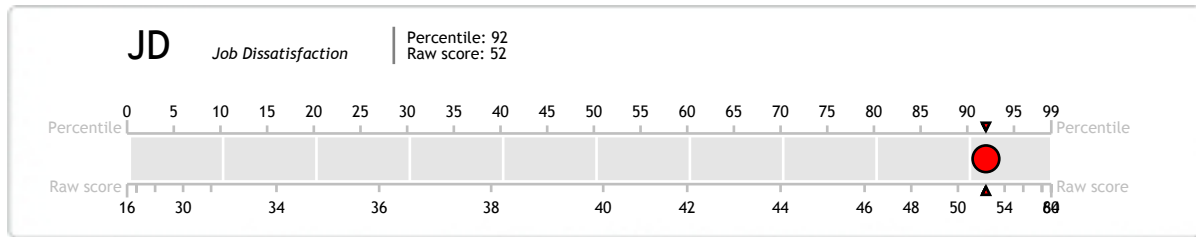
These persons must carefully assess which are the tasks they are likely to succeed in due to the person-environment fit and to organize them in terms of importance.

Then, they have to complete the tasks in a strict orderly fashion in order to avoid tense and precipitate situations.

It is advisable to not take on projects they think are too laborious or not adequate for them.



## Scale JD: Job Dissatisfaction



## BEHAVIORAL DESCRIPTION

These people experience a high total and specific to certain areas job dissatisfaction. They are discontent with aspects related to their current workplace, whether it is work conditions, interpersonal relationships with their colleagues, or the acknowledgement they receive for their efforts.

They may become apathetic, disinterested over time and perceive a great mismatch between their personal goals and the goals of the organization. As a consequence, they become unmotivated, and may behave indifferently, negligently, and lose their loyalty to the organization.



## ADJECTIVAL DESCRIPTION

These people are described by others as pessimist, unmotivated, indifferent, dispirited, lethargic, and suspicious.



## SUGGESTIONS FOR PERSONAL DEVELOPMENT

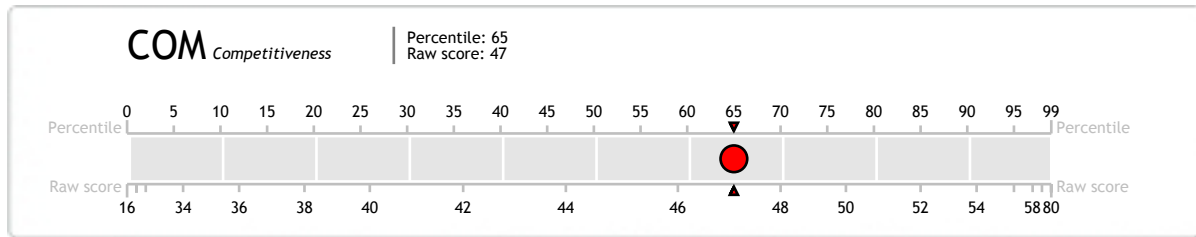
These people must assess their discontentment with the organization, colleagues, promotion, management style, and try to find out their trustworthy colleagues' opinions regarding these aspects.

If they notice their opinions are different, they must try to distinguish between situations that can be changed and those that can not.

Then they should try to take the initiative in situations that are controllable, and in other situations perceived as unfair, they must try to communicate their discontentment to the supervisor, their colleagues, and to discuss openly and assertively about them and to find favourable solutions for both sides.



## Scale COM: Competitiveness



## BEHAVIORAL DESCRIPTION

These people are competitive, but they are moderately trying to look for active competitive situations. They enjoy being among the best, but this is not the major goal of their life.

Usually when they fight for reaching a goal, they have fair play and try to obtain that thing by hard work. In general they do not envy other people's success but if they have too many failures they may feel anxiety, lose heart and by contrast they may perceive others' success as their own failure.

They have a relatively high self-esteem, and a high perceived self-efficacy with job tasks. These people may collaborate well with their colleagues, although they would rather perform tasks individually, because they want to make themselves noticed easily. These individuals are not avoided by those around them and they are even praised and admired for making efforts and for their determination in performing tasks.



## ADJECTIVAL DESCRIPTION

These people are described by others as persevering, tenacious, hardworking, industrious, moderately competitive, having fair play.



## SUGGESTIONS FOR PERSONAL DEVELOPMENT

These people should remember the moments when they had success and to carefully assess the abilities they used in those situations.

They should aim then to continue using these principles in all situations, thus trying to increase their chances for success.

They must not take into account the past failures, because most likely these are isolated, transitory and inherent events.



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