

## **Caring Factor Survey–Caring of Manager (CFS-CM)**

Directions to employee:

This is a survey that measures your perception of caring by the manager of your unit/department. It would be very helpful if you would respond to each of the 10 statements below about how you feel regarding the caring behaviors of your manager. In health care, employees spend a great deal of time and effort taking care of patients, but we do not understand the level of caring that is experienced from the manager to employees. The information you provide by completing this survey will help us understand the extent that you, as an employee, believe caring was demonstrated by your manager. Within the theory of caring as proposed by Watson, caring for others occurs in 10 specific ways, which are each addressed within this very brief survey. We would like to know to what degree these behaviors are demonstrated by your manager. If you are able to respond to this survey, we thank you for your time and consideration. If you are unable to respond, we understand and respect your decision.

If you do want to participate in this survey, please read the following instructions and respond to the 10 statements. If you have additional questions about the survey, or would like to know about the results of this survey, you can contact:

John Nelson, President, Healthcare Environment  
jn@hcenvironment.com

Thank you for your time and consideration in helping with this important work!

Instructions: Please read each statement as it relates to your perception of caring demonstrated by your manager. You will be asked to indicate how much you agree or disagree with each statement. Please mark your responses by putting a checkmark next to the number that best represents your opinion. For example, if you strongly agree with the statement, you put a checkmark next to #7.

## Caring Factor Survey–Caring of Manager (CFS-CM)

Strongly Disagree 1	Disagree 2	Slightly Disagree 3	Neutral 4	Slightly Agree 5	Agree 6	Strongly Agree 7
---------------------------	---------------	---------------------------	--------------	------------------------	------------	------------------------

1. Every day I am here I see my manager treat employees with loving kindness.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

2. My manager is good at creative problem solving to meet my individual needs and requests.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

3. The manager of my unit/department helps to instill hope and respects my belief system.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

4. When my manager teaches me something new, she/he teaches me in a way that I can understand.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

5. The manager of my unit/department encourages me to practice my own, individual, spiritual beliefs as part of my self-caring.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

6. The manager of my unit/department responds to me as a whole person, helping to take care of all my needs and concerns.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

7. The manager of my unit/department has established a helping and trusting relationship with me during my time here in this unit/department.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

## Caring Factor Survey–Caring of Manager (CFS-CM)

8. The manager of my unit/department creates a healing environment in our unit/department that recognizes the connections between body, mind, and spirit.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

9. I feel like I can talk openly and honestly with the manager of my unit/department about what I am thinking, because the manager of my unit/department embraces my feelings, no matter what my feelings are.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

10. The manager of my unit/department is accepting and supportive of my beliefs regarding a higher power, which allows for the possibility of me to grow.

1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_ 7 \_\_\_\_

11. Please describe the attitudes, behaviors, and/or actions that led to your answers.

12. Please describe a caring moment that has occurred between you and your manager.

13. Please put a checkmark next to the one that is closest to your race/ethnicity.

- ☐ Hispanic
- ☐ White
- ☐ Non-Hispanic
- ☐ Hispanic Black
- ☐ Non-Hispanic Black
- ☐ Asian American / Pacific Islander
- ☐ Alaska Native / American Indian
- ☐ Other \_\_\_\_\_