

Organizational Approach to Problems Scale (OAPS)

Instructions: This survey includes a number of statements about how you may feel about your current working condition. You will probably find that you agree with some of the statements and disagree with others, to varying extents. Please indicate your reaction to each of the statements by marking your opinion to the left of each statement according to the following scale:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

- _____ 1. When something goes wrong at work, my coworkers always start pointing their fingers at other people.
- _____ 2. When a problem occurs, my coworkers can pull together to find a workable solution.
- _____ 3. People at work are always trying to blame each other when things go wrong.
- _____ 4. If there is a problem at work, my coworkers work together to find a good solution to the problem.
- _____ 5. When a setback occurs at work, my coworkers immediately start blaming each other.
- _____ 6. If there is a crisis at work, my coworkers problem-solve together to find the best solutions to overcome the crisis.
- _____ 7. My coworkers blame each other when things go wrong.
- _____ 8. Problem solving when things go wrong does not occur in my workplace.
- _____ 9. When there is trouble in my workplace, my coworkers immediately start trying to hold other co-workers responsible.
- _____ 10. When something goes wrong at work, my coworkers never try to blame each other.
- _____ 11. When a problem occurs, my coworkers never pull together to find a workable solution.
- _____ 12. My coworkers don't blame each other when things go wrong.
- _____ 13. If there is trouble in the workplace, my coworkers try to find solutions to the trouble together.
- _____ 14. If there is a crisis at work, my coworkers immediately start blaming each other.
- _____ 15. When a setback occurs at work, my coworkers pull together to find solutions to overcome the setback.

- _____ 16. My coworkers always try to find solutions together when things go wrong.
- _____ 17. My coworkers always resort to pointing fingers at each other when something bad occurs.
- _____ 18. Blaming each other when things go wrong does not occur in my workplace.
- _____ 19. My coworkers always try to pin-point the guilty party if something goes wrong.
- _____ 20. Instead of pointing fingers at each other, my coworkers try to work together to find solutions when something bad occurs.

Source:

Wrench, J. S., McCroskey, J. C., Richmond, V. P., & Brogan, S. M. (2005). *The development, reliability, and validity testing of new measures in organizational communication*. Manuscript in preparation.