The Impact of Interpersonal Relationships within the Workplace on Job Satisfaction among Employees in Iceland

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BSc in Psychology

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Foreword

Submitted in partial fulfillment of the requirements of the BSc Psychology degree, Reykjavik University, this thesis is presented in the style of an article for submission to a peer-reviewed journal.
Abstract

Strong interpersonal relationships have been proven to be an important factor when it comes to both happiness and health. When looking at the fact that most people spend a considerable amount of time at work, one would think that the same mechanisms would apply there. Several researches have aimed at proving the importance of interpersonal co-worker relationships, and the results have all implied a strong connection between co-worker relationships and job satisfaction. This research aims to confirm the importance of interpersonal relationships between co-workers as well as between subordinates and superiors. A questionnaire containing 10 questions and statements was sent out to 156 participants. Most participants were full time employees but working at various companies. The results showed that a good relationship between subordinates and superiors correlated with higher job satisfaction. The results for co-worker relationships, however, were not as clear.

Keywords: job satisfaction, social factors, co-workers, interpersonal relationships.

Útdráttur


Lykilorð: ánægja í starfí, félagslegir þættir, samstarfsfólk, félagsleg tengsl
Job satisfaction is a widely known research topic that can be traced back to the twentieth century. (Wilczyska, Batorski, & Sellens, 2016) The term job satisfaction refers to how people react to their job on a physical and emotional level, as well as how they compare the job outcomes to the outcomes they desire. (Cranny, Smith, & Stone, 1992). One of the most famous definitions is the one of Locke, “Pleasurable emotional state resulting from perception of one’s job as fulfilling or allowing the fulfilment of one’s important job values, providing these values are compatible with ones needs”. (Wilczyska et al., 2016).

In many western countries, standard working hours are generally about 7-8 hours a day, in total 40 hours per week. Of course, this differentiates between countries and professions. It also varies between professions whether you work during the day, at night or both alternately. (Mubeen, & Rashidi, 2014). Considering that the average human spends a majority of their waking hour at work, it can be assumed that job satisfaction does not only affect your working life, but can also lead to better physical and psychological health and increase the overall life satisfaction. (Brown & Lent, 2004).

When it comes to job satisfaction, many angles have been researched. Amongst the most popular topics are work environment, job security, management support and rewards and recognition. Work environment is one of the most imperative factors when it comes to job satisfaction as it is very extensive and includes, for example, physical working conditions, social working conditions as well as the work itself and its context. (Raziq & Maulabakhsh, 2015). Work environment is therefore not solely objective and can also include social work environment. Social environment can be of many kind. Motivation is for example an important factor when it comes to productivity. Rewards have been positively linked to motivation, as being recognized or acknowledged for the work you do is a part of our human need. This could be classified as supportive work environment provided by superiors. (Danish & Ali, 2010).
As proposed by Maslow (1970), our needs can be put up in a five-stage hierarchy, belongingness and affection being one of them. He suggests that the state of belongingness and affection might be caused by our underlying animal tendency to belong, to flock and to herd, and states that humans will strive hard for a place in a family or a group. We don’t want to feel alienated or alone. (Maslow, 1970)

Humans are social beings by nature. We all belong to a certain social network, we have families, we go to school or work and contribute to society. From that it can be assumed that a positive relationship with fellow workers is important when it comes to job satisfaction.

Even more influential than the positive relationships are poor relationships. Interpersonal problems have been ranked amongst the most common sources of unhappiness, making them an important job stressor. (Frone, 2000). Social relationships have also been proven important when it comes to health in general, and should therefore also be recognised as an important factor when it comes to job satisfaction (Heinrich & Gullone, 2006).

Peer relationships is a widely known research topic, however relationship between co-workers has received minimal attention compared to other focus points of job satisfaction. Yet the existing literature suggest that the importance of a good relationship between co-workers does not vary between occupation or job status, although there seems to be a slight difference between job levels. (Basford & Offermann, 2012).

Interpersonal relationships within the workplace have been researched in relation to burnout, which is a common health problem employees sometimes face, such as if they are under too much stress at work for extended periods of time. According to the Self-Determination Theory, relationships that are based on trust and confidence can maintain employees’ psychological needs and ideal functioning within the place of work. The results showed that those who enjoyed their job and had a good relationship with their co-workers
were less likely to experience burnout symptoms, conducting towards the importance of high-quality relationships within organisations. (Fernet, Gagné, & Austin, 2010)

Having a good relationship with your co-workers can also be beneficial when it comes to career growth and development, as coworkers can in a way supersede mentors, though the relationship is different and more mutual. This can be done through information sharing, giving job related feedback and career strategizing, not to mention the emotional support and friendships that can be made along the way. (Kram & Isabella, 1985)

While relationships with co-workers are often close or intimate and motivate job happiness, superior and subordinate relationships have also been proven to have significant effect on job satisfaction despite the difference between the two types of relationships. Individuals that communicated with their superiors for pleasure reported high satisfaction with those superiors. It can therefore be said that communication between an employee and a supervisor should not be strictly task focused, however the relationship does not have to be intimate. (Anderson & Martin, 1995)

The aim of this study was to see if the results would be in accordance with previous studies, proving the importance of interpersonal relationships at work. There are two hypothesis, the first one being that job satisfaction is higher for those who have good relationships with their co-workers and the other one that job satisfaction is higher for those who have good relationships with their superiors.

**Method**

**Participants**

In this research study, there were 156 participants, 112 (71.8%) of them female and 44 (28.2%) male. Most of the participants were aged between 18 and 65, however there was one participant that pertained to the group 66 years or older. The most common age group was 36 to 55 years. The participants came from different areas of occupations and worked at schools,
banks, car dealerships, financial corporations, kindergartens, a nursing home, a hospital, a wholesale firm and a consulting service. The response rate varied between occupations and was the highest response rate observed from teachers, who were about 37% of the participants. About 80% of the participants were full time employees, while the remaining 20% were either part time employees or contractors. The participants were chosen by convenience sample and were not obligated to take part in the research study. They did not receive any payment for their participation.

Measures

The questionnaire consisted of 10 questions and statements and included measurements on coworker relationships, superior relationships, workload, job appreciation and other issues related to job satisfaction. There were two open-ended questions on the participants’ occupation, four demographic questions and three statements with answer scales. The questionnaire was interactive and was made and distributed via Google forms.

Background questions. The participants were asked about their gender, age, period of employment at their current place of employment and their working hours, as well as their type of occupation.

Statements. A big part of the questionnaire contained statements answered on a 5-point ordinal scale. There were three types of answer scales; 5 = strongly agree and 1 = strongly disagree for statements such as: I have a good relationship with my co-workers, 5 = very important and 1 = not at all important for statements like: That I am shown respect at work and 5 = always and 1 = never for statements like: There is high personnel turnover where I work. In addition, one question required participants to choose the options that applied to them. This question contained statements such as: I share a workspace with my coworkers and I eat lunch with my coworkers.
Procedure

To make the questionnaire, researchers familiarized themselves with existing scales such as the job descriptive index (Roznowski, 1989) and The Generic Job Satisfaction Scale (Macdonald & Maclntyre, 1997). Suitable questions were then put together with google forms. The final questionnaire can be seen in the Appendix.

The questionnaire was distributed by email or Facebook and was sent to the participants themselves directly or distributed by their nearest supervisor by email or Facebook groups. Additional participants who were acquainted with the researcher also received the questionnaire via Facebook. Participants were made aware that their answers could not be traced and were completely anonymous. They were also given information on how to contact the researcher if they had any questions regarding the questionnaire. The data was collected over the period of two weeks in March 2019. All participants got the same questionnaire and answered it on their own time, so the time and place for each participant was not the same.

Data analysis

The purpose of this research study was to see if there was a correlation between high job satisfaction and an interpersonal relationship with co-workers and superiors. For data analysis, IBM SPSS Statistics (SPSS) was used as well as Microsoft Excel, where the results were listed originally. The independent variable was employee job satisfaction and the dependent variables were the social factors; relationship with co-workers, relationship with superiors, if there was good morale at the workplace, good teamwork and how well participants knew their co-workers. Additionally gender and period of employment were also tested. This was viewed using within group comparison because all the participants got the exact same questions.
For the statistical analysis, descriptive statistics and linear regression were used to see how the dependent variables influenced job satisfaction. Period of employment and gender were also used and were turned into dummy variables where in the gender variable female was 1 and male was 0 to see if individually they had significant effect on employee job satisfaction. Independent sample t-test was used additionally to test differences between gender when it came to the relationship related variables, coworker relationship, superior relationship and knowing your coworkers.

**Results**

Six statements from the questionnaire were used as independent and dependent variables as well as the background questions on gender and period of employment. Those statements were those on job satisfaction, relationship with coworkers, relationship with superiors, good morale, good teamwork and knowing your co-workers. As seen in the following Figure, most participants either somewhat agreed or strongly agreed to being satisfied at work (M=4.29, SD=0.68) and therefore, job satisfaction, the independent variable, was on average very high.

![Bar chart showing responses to the statement “I am generally satisfied at work”.](image)

*Figure 1. Participants’ answers to the statement “I am generally satisfied at work”.*

In Table 1, means, standard deviation, minimum and maximum values are presented for job satisfaction as well as for the other variables. The Table shows that the mean for all the variables is fairly high and therefore skewed negatively.
Table 1

*Descriptive statistics for the independent and dependent variables*

<table>
<thead>
<tr>
<th>Variable</th>
<th>Mean</th>
<th>Std. deviation</th>
<th>Minimum</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job satisfaction</td>
<td>4.29</td>
<td>.684</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Co-worker relationship</td>
<td>4.59</td>
<td>.589</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Superior relationship</td>
<td>4.59</td>
<td>.661</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Good morale</td>
<td>4.20</td>
<td>.861</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Good teamwork</td>
<td>4.12</td>
<td>.837</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Knowing your co-workers</td>
<td>4.08</td>
<td>.905</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>

Pearson’s correlation analysis was conducted for job satisfaction, co-worker relationships, knowing your co-workers, superior relationships and good morale at the workplace. As Table 2 shows, a positive significant relationship can be found between all variables. The strongest correlation was between having a good teamwork and a good morale at the workplace ($r = .782$) where there was a strong positive correlation.

Table 2

*Pearson's correlation*

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Job satisfaction</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Coworker relationship</td>
<td>.383**</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Superior relationship</td>
<td>.412**</td>
<td>.493**</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Good morale</td>
<td>.506**</td>
<td>.411**</td>
<td>.469**</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Good teamwork</td>
<td>.568**</td>
<td>.377**</td>
<td>.406**</td>
<td>.782**</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>6. Knowing your co-workers</td>
<td>.505**</td>
<td>.531**</td>
<td>.355**</td>
<td>.501**</td>
<td>.549**</td>
<td>1</td>
</tr>
</tbody>
</table>
A weak correlation was between having a good relationship with your superior and knowing your co-workers ($r = .355$), having a good relationship with your co-workers and job satisfaction ($r = .383$) and having a good relationship with your co-workers and good teamwork ($r = .377$).

Linear regression was conducted in order to see to what extent the social factors explained job satisfaction. The social factors were co-worker relationship, superior relationship, good morale, good teamwork. Gender and time of work at their current workplace was also added. Together, the distribution in the independent variables explained 41.8% of the total distribution of employee’s job satisfaction. However, if only the social factors were tested, together they explained 40.7% of the distribution, showing that period of employment and gender did not have much influence on employee’s job satisfaction.

All the social factors had positive effects on job satisfaction as shown Table 3, however only two variables had significant positive effect. Those variables were good teamwork and knowing your co-workers. Having a good relationship with your superior, however, was marginally significant ($\beta =149, p > .005$). The strongest relations were between job satisfaction and good teamwork, which means that the higher the participants ranked their job satisfaction, the higher they ranked in good teamwork ($\beta = .285, p < .005$). Having a good relationship with your co-worker ($\beta = .041, p > .005$) and having a good morale at the workplace ($\beta = .076, p > .005$) did not have significant effects. Because the gender variable is positive, it can be assumed that the female participants scored higher in job satisfaction than the male participants, although the difference is not significant.
Table 3

*Linear regression*

<table>
<thead>
<tr>
<th></th>
<th>B</th>
<th>β</th>
<th>Sig</th>
<th>T</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-worker relationship</td>
<td>.048</td>
<td>.041</td>
<td>.625</td>
<td>.491</td>
</tr>
<tr>
<td>Superior relationship</td>
<td>.154</td>
<td>.149</td>
<td>.070</td>
<td>1.828</td>
</tr>
<tr>
<td>Good Morale</td>
<td>.061</td>
<td>.076</td>
<td>.493</td>
<td>.688</td>
</tr>
<tr>
<td>Good Teamwork</td>
<td>.237</td>
<td>.285</td>
<td>.015</td>
<td>2.469</td>
</tr>
<tr>
<td>Knowing your co-workers</td>
<td>.191</td>
<td>.253</td>
<td>.005</td>
<td>2.832</td>
</tr>
<tr>
<td>Gender</td>
<td>.053</td>
<td>.035</td>
<td>.602</td>
<td>.522</td>
</tr>
<tr>
<td>Period of employment 1-3 years</td>
<td>-.202</td>
<td>-.132</td>
<td>.226</td>
<td>-1.217</td>
</tr>
<tr>
<td>Period of employment 4-6 years</td>
<td>-.095</td>
<td>-.054</td>
<td>.585</td>
<td>-.547</td>
</tr>
<tr>
<td>Period of employment 7-10 years</td>
<td>.034</td>
<td>.013</td>
<td>.875</td>
<td>.157</td>
</tr>
<tr>
<td>Period of employment 11-15 years</td>
<td>-.122</td>
<td>-.062</td>
<td>.504</td>
<td>-.670</td>
</tr>
<tr>
<td>Period of employment more than 16 years</td>
<td>-.146</td>
<td>-.085</td>
<td>.402</td>
<td>-.841</td>
</tr>
</tbody>
</table>

An independent sample t-test was conducted to compare answers between male and female participants when it came to relationship with co-workers, relationship with superiors and knowing your co-workers. The following figure illustrates the mean for both genders. As the figure demonstrates, the male participants scored remotely higher than the female participants in all three variables. There was a significant difference between male (M = 4.77, SD = .611) and female (M = 4.52, SD = .671) participants when it came to relationship with superiors; t(153) = -2.124, p = .035. The difference between male (M = 4.54, SD = .549) and female (M = 4.72, SD = .599) when it came to relationship with co-workers was almost significant; t(153) = -1.762, p = .080. This suggests that gender does have an effect on the quality of the relationship with superiors and potentially with co-workers as well. There was not a
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significant difference between male (M = 4.09, SD = .996) and female (M = 4.07, SD .877) participants when it came to knowing their co-workers; t(153) = -0.132 p = .447. These results therefore suggest that gender did not have an effect on how well the employees knew their co-workers.

![Bar chart showing gender differences in the three relationship variables](image)

*Figure 2. Gender differences in the three relationship variables*

**Discussion**

The main purpose of this study was to explore the influence of interpersonal relationship between between co-workers as well as between subordinates and superiors when it comes to job satisfaction. The research had two main hypotheses. That job satisfaction is higher for those who have good relationships with their co-workers and that job satisfaction is higher for those who have good relationships with their superiors. The social factors used in the study to test the effects of interpersonal relationships on job satisfaction were relationship with co-workers, relationship with superiors, good morale, good teamwork and knowing your co-workers. The results of the correlation showed that there was a significant relationship between all of these factors and job satisfaction.

When looking at the correlation between job satisfaction and co-worker relationships and job satisfaction and superior relationships, both variables showed a significant
relationship with job satisfaction. However when the same variables, along with knowing your co-workers, good morale and good teamwork were tested in a lineal regression, having a good relationship with your co-workers did not have significant effects. When it came to relationships between subordinates and superiors, this research study was in accordance with other research studies that showed that a good relationship with one’s superior showed correlation with higher job satisfaction, however it was only marginally significant.

The fact that most participants answered that they had a good relationship with their co-workers (M = 4.59) and that there was almost no distribution within the variable could have influenced the results, making it more difficult to see the relationship with other variables. Knowing your co-workers did however have a significant effect on job satisfaction. Knowing your co-worker could possible be related to having an interpersonal relationship with your co-workers, as it is hardly possible to have such a relationship with your co-workers without knowing them.

When the relationship between gender and three of the variables related to relationships within the workplace this research did not show significant difference in job satisfaction between genders, however women seemed to be slightly more satisfied. This research does therefore not support previous literature whereas women usually score significantly higher than men when it comes to job satisfaction (Clark, 1997).

Interestingly, when comparing male and female participants when it came to the three relationship variables, relationship with co-workers, relationship with superiors and knowing their co-workers, the male participants scored significantly higher than the female participants in the previous two. This suggests that the male participants had a better relationship with both their co-workers and superiors. If it were to emphasise both the hypothesis, these findings should have been the exact opposite considering that the female participants scored on average higher in job satisfaction, though it was not significant. The
fact that there was only a remote difference and that the majority of the participants were female might have impacted the results.

Like any other research, this study does have some limitations. To begin with, there was an unequal gender ratio. As mentioned earlier some research studies have demonstrated that women are generally more satisfied at work. From that we could assume that with 71.8% of the participants being female, the results could possibly hard to generalize. It also shows that the sample should have been more random. The results did however not indicate gender differences in this study. Other things that could have affected the results are the time of day the questionnaire was taken and how the participants were feeling on the particular day they took it. In future researches, it would be interesting to go more in-depth into the foundation and nature of the work relationships. It would also be interesting to add a question or a statement about having a best friend at work, spending time with your co-workers outside of work or eating lunch together to see if that could have significant effects on job satisfaction. It would be ideal to extend the study to a larger, more equally diverse group of people considering the high response rate for teachers as well as the majority was female.

In conclusion, most participants scored on average very high, resulting in a negatively skewed distribution. The hypothesis on subordinate and superior relationship was partly proven right while the second hypothesis on co-worker relationships was according to the lineal regression rejected. However, it could be a potential background for further studies due to its strong relations with some of the other variables that had significant effects on employee’s job satisfaction such as knowing your co-workers and good teamwork.
References

https://doi.org/10.1177/002194369503200303


https://doi.org/10.1002/job.673


# Appendix

1. Hver er starfsstill TESTING? (innan fyrrirtækisins)

- Eg er með fastan vinnulíma í fulla starfni
- Eg er með fastan vinnulíma í hústarfni
- Eg er í vaktavinnu í fulla starfni
- Eg er í vaktavinnu í hústarfni
- Other:

2. Hvernig er vinnutími þínn?

Mark only one oval.

- Eg er með fastan vinnulíma í fulla starfni
- Eg er með fastan vinnulíma í hústarfni
- Eg er í vaktavinnu í fulla starfni
- Eg er í vaktavinnu í hústarfni
- Other:

3. Hversu lengi hefur þú starfað hja fyrrirtakinnu?

Mark only one oval.

- Minna en 1 ár
- 1 - 3 ár
- 4 - 6 ár
- 7 - 10 ár
- 11 - 15 ár
- 16 ár eða meira

4. Hversu samþæt eða Ósamþæt eftir þum stuttvöðum? (eftir því hvenær er tækkur af mér innan fyrrirtækisins)

Mark only one oval per row.

<table>
<thead>
<tr>
<th>Mjög samþætt</th>
<th>Frekar samþætt</th>
<th>Hverki nái</th>
<th>Frekar Ósamþætt</th>
<th>Mjög Ósamþætt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eg er almenni ánargúur í vinnurinn</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eg tel vinnuframlag mið skipla máli innan fyrrirtækisins</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eg á í gúðam samskiptum við samstarfsfélaga minna</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eg á í gúðam samskiptum við yfirminninn</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Hversu mikilvæga talur þessu þetta vera þegar kemur að starfsaðnaðu?

Mark only one oval per row.

<table>
<thead>
<tr>
<th>Mjög mikilvægt</th>
<th>Frekar mikilvægt</th>
<th>Hverki nái</th>
<th>Frekar ómikilvægt</th>
<th>Mjög ómikilvægt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Að verkefni sétu ánugaverð</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að vinnumótast sétu göggur</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að lasa sétu i samrámi við vinnuframlag</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að samskipti við samstarfsfélaga sétu gögg</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að starfsmenninn innan fyrrirtækisins þekkast vel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að samskipti við yfirmaninn sétu gögg</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að fer sétu í vefting innan fyrrirtækisins</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að vinnumál sét víðræðist</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að framlag mið í starfni sét vel metís</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Að fyrrirtakinn skiptileggi félagslega viðburt frá fyrir starfsmenn</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6. 6. Elga eftirfarandi atriði við þig alltaf, oft, stundum, sjaldan eða aldrei?  
Mark only one oval per row.

<table>
<thead>
<tr>
<th>Altarf</th>
<th>Oft</th>
<th>Stundum</th>
<th>Sjaldan</th>
<th>Aldrei</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. 6. Elga eftirfarandi atriði við þig alltaf, oft, stundum, sjaldan eða aldrei?  
Mark only one oval per row.

<table>
<thead>
<tr>
<th>Altarf</th>
<th>Oft</th>
<th>Stundum</th>
<th>Sjaldan</th>
<th>Aldrei</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. 7. Hakaðu við þa valmöguleika sem elga við um þig.  
Check all that apply.

- [ ] Óg deið vinnuaðstofaðu/sameiginlegu rými með samstarfsfélögum
- [ ] Óg bórða hædegismat með samstarfsfélögum minum
- [ ] Óg fæ heitari mat í hædegisum á minum vinnustað
- [ ] Það er fritt kaffi á minum vinnustað
- [ ] Það er frið bilastaði á minum vinnustað
- [ ] Það er háðan árhæðið fyrir starfsmenn fyrirtækisins
- [ ] Fyrirtækið stúðað eða heltringið tilstil starfsmanna
- [ ] Other:

9. 8. Hvort er kyn þitt?  
Mark only one oval.

- [ ] Karl
- [ ] Kona
- [ ] Annað

10. 9. Hvaða aldurshópi tilheyrir þú?  
Mark only one oval.

- [ ] Yngra en 18 ára
- [ ] 18 - 25 ára
- [ ] 26 - 35 ára
- [ ] 36 - 45 ára
- [ ] 46 - 55 ára
- [ ] 56 - 65 ára
- [ ] 66 ára eða eða eða

11. 10. Hjá hvernig fyrirtækið starfar þú? (Hér er leitað eftir svari á borð við skóla, tryggingsafæglu, auglýsingastofu, banka o.þ.h.)