

**Quick Guide:**  
**Assessing the Impact of Caregiving Policies**

Employee surveys, particularly if conducted before and after the introduction or modification of a policy, can help you assess the potential impact of those policies. Here are some tips that may help.

1. **Augment employee surveys with other feedback mechanisms.** If employee surveys show a slight increase in satisfaction with work-family balance after instituting a new policy, it can provide evidence that your policy has probably had a positive effect. Focus groups, listening posts, and informal employee feedback can also provide evidence that should not be overlooked.
2. **Consider brief measures.** The following two measures can be used in employee surveys, with permission of the original sources.

**Satisfaction with work-family (or work-life) balance**

*Adapted from Valcour (2007), work-family (or work-life) balance can be measured as the sum of the following items, each scored from 1 "Not at all" to 4 "To a great extent." Higher scores indicate greater satisfaction with work-family balance.*

How satisfied are you with the way you divide your time between work and personal or family life.

- Not at all
- To a limited extent
- To a moderate extent
- To a great extent

How satisfied are you with the way you divide your attention between work and home.

- Not at all
- To a limited extent
- To a moderate extent
- To a great extent

How satisfied are you with your ability to balance the needs of your job with those of your personal or family life.

- Not at all
- To a limited extent
- To a moderate extent
- To a great extent

How satisfied are you with how well your work life and your personal or family life fit together.

- Not at all
- To a limited extent
- To a moderate extent
- To a great extent

How satisfied are you with the opportunity you have to perform your job well and yet be able to perform home-related duties adequately.

- Not at all
- To a limited extent
- To a moderate extent
- To a great extent

Source: Valcour, M., 2007. Work-based resources as moderators of the relationship between work hours and satisfaction with work-family Balance. Journal of Applied Psychology 92, 1512-1523.

### **Caregiving policy fit**

*Based on Pitt-Catsouphes and Matz-Costa's (2008) concept of flexibility fit, this measure taps into the extent to which employees perceive that their caregiving policies fit their work and personal needs.*

To what extent do you have access to the caregiving policies you need to fulfill your work and personal needs?

- Not at all
- To a limited extent
- To a moderate extent
- To a great extent

Source: Pitt-Catsouphes, M., Matz-Costa, C., 2008. The multi-generational workforce: Workplace flexibility and engagement. Community, Work, and Family 11, 215-229.

3. **More extensive measures are also available but may need modification for your organization.** For instance, [SHRM and SurveyMonkey](#) have partnered to provide an employee engagement survey. However, if you plan to repeat the survey often, you may need to trim the length of longer measures.