

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.