Abstract
Assessing the feedback environment in work organizations: adaptation into Spanish of Job Feedback Survey questionnaire. Job feedback has been used by organizations for socialization, training, improving performance and personnel management. Investigations that have contributed to develop the Job Feedback Survey (Herold & Parsons, 1985) are also examined, in order to measure feedback environment and investigate its consequences on workers behavior. To translate and to adapt Job Feedback Survey to our country is the main point of the present research, in order to use it as a feedback environment measure and to analyse the relationship between feedback and some variables present in literature. The Job Feedback Survey was administered to a sample consisting of 775 City Hall workers, who ranged in age from 21 to 64 years, 68.7% were males and 31.3% females. There were 72 different kinds of jobs. Data analysis included several factor analysis, Cronbach Alfa Coefficient and Congruence Coefficient. Results point out that Job Feedback Survey Spanish version has the psychometric characteristics for assessing the amount and type of performance feedback available to individuals in work settings. Our findings revealed a 13-dimensional structure and suggest to eliminate five items. Also, indicate that feedback sign, positive or negative, must be taken into account, and are consistent with organizational literature on the reluctance of individuals to communicate negative feedback.