

A GROUP SATISFACTION SCALE

BY

LIAM E. MARSHALL, Ph.D.

GERIS SERRAN, Ph.D. (C.PSYCH)

ROCKWOOD PSYCHOLOGICAL SERVICES

&

COLIN CAMERON, MDCM, FRCPC

ROYAL OTTAWA HEALTH CARE GROUP – SECURE TREATMENT UNIT

Address for correspondence:

GSS

c/o ROCKWOOD PSYCHOLOGICAL SERVICES

303 BAGOT STREET, SUITE 304, KINGSTON, ON., CANADA, K7K 5W7

www.rockwoodpsyc.com; Email: data@rockwoodpsyc.com

PHONE: 011 613 530 3606; FAX: 011 613 530 2895

HOW TO DO IT:

- It is preferable if a different person than the treatment provider(s) asks for participation and collects the completed questionnaires. This is to reduce the tendency of respondents to be either overly critical or overly positive in their responses.
- When a participant has completed the entire treatment group, ask him to complete a questionnaire on how satisfied they were with the treatment they received. Tell them their responses will be kept anonymous and will help make changes to improve the group.
- Inform them that their participation is voluntary and that their answers will in no way affect their situation or treatment report. Their responses are, and will remain, completely anonymous and they are not to put their name anywhere on the form. All data will be reported in group format so that it will be impossible to identify any individual who completed a questionnaire.
- Inform them that completing the measure will give them a chance to give their opinion on the quality and value of the treatment group and therapist(s).
- If they agree to complete the GSS, give them the form and have them complete it. If they would prefer to complete the questionnaire later in private, please give them the form with an envelope and ask them to give it to you, or another trusted staff member, when completed. If they choose to complete the questionnaire later, you will almost certainly have to follow-up with them to get the completed form.

WHEN TO DO IT

- It is recommended that the members be approached to complete the questionnaire as soon as possible after the completion of the group. Therapists should advise the data collector when a member has either completed the group or is to be removed from the group.
- Because some group members may be resistant and suspicious as to how completing the measure will affect their situation and treatment report, you will need to use your best judgement as to when to ask them to complete the questionnaire. If they seem like they might be receptive, you can ask them as soon as they complete treatment. If they seem particularly agitated or upset to be asked to participate in the survey that day, it may be best to approach them at a later date. Or, it may also be wise to ask someone who has a good relationship with the offender (e.g., a prison officer on his unit, his parole officer or case manager, nurse, psychiatrist, work supervisor) to ask him to complete and return the measure.

WHO CAN I APPLY THE GSS TO?

- The GSS was developed for use with incarcerated offenders however the issues in the GSS apply to any form of group treatment.

WHO CAN USE THE GSS

- The GSS is a license free measure; that is, there is no cost associated with its use. However, please use the reference below to cite the measure in any publications or presentations. You may also modify the measure to suit your particular site's needs. Adding many more items is not, however, recommended.
- Using the GSS does not require any particular educational level (e.g., Bachelor, Masters, Ph.D, MD) in any particular discipline (e.g., Psychology, Psychiatry, Social Work). However, knowledge of data analyses and, in particular, psychometrics enhances the ability to interpret the results of the GSS.

INTERPRETATION

- The GSS has not yet been empirically validated. It is, however, based on an extensive review of the psychological literature on effective group process and research on effective therapist features by Marshall and his colleagues (2001; 2003). At the current moment the GSS is intended as a guide for therapists and organizations in order to inform on issues that could improve treatment groups.
- SUPERVISION: it is suggested to use the mean from a variety of different and similar groups as a guide to giving feedback on satisfaction with therapist and therapeutic process to therapists. That is, therapists and groups can be compared to the overall mean for all groups, and for other groups of the same kind (if there are more than one of the same group run in either the facility or the organization).
- This can also be applied to comparing groups for different issues - such as anger management, sexual offending, cognitive skills, domestic violence - on content and other features of these groups.

SCORING THE GSS

- TOTAL SCORE: sum all of the items (#1-10) except the overall rating of the therapist and the group (Items # 11 & 12).
- SATISFACTION WITH THERAPIST SUBSCALE: sum items # 2,4,6,8 - these items reflect issues related to effective therapists (i.e., being Warm, Empathic, Rewarding, and Directive).
- CONTENT/GROUP PROCESS SUBSCALE: sum items #1, 3, 5, 7, 9, & 10. These items reflect what is known about effective group process (e.g., Group Cohesion, Emotional Expressiveness).
- Through statistical procedures such as factor analyses and scale reliability analyses, the subscale and total scores can be compared to the overall ratings of the therapist (Item # 11) and group (Item # 12).

NOTE: For a nominal fee Rockwood Psychological Services is available to help interpret collected data – email: data@rockwoodpsyc.com

REFERENCE FOR THE SCALE

Marshall, L. E., Serran, G., & Cameron, C. (2010). *The Group Satisfaction Scale*. Unpublished Manuscript available from the first author: liam@rockwoodpsyc.com.

GROUP SATISFACTION SCALE

Group Name _____

Date _____

Lead Facilitator(s) _____

		<i>Completely False</i>	<i>Mostly False</i>	<i>Neither True nor False</i>	<i>Mostly True</i>	<i>Completely True</i>
1	The group was well organized	1	2	3	4	5
2	The facilitator(s) cared about me as a person	1	2	3	4	5
3	The group members worked together to achieve goals	1	2	3	4	5
4	The facilitator(s) noticed and told me when I did something well	1	2	3	4	5
5	I was able to participate and express myself in the group	1	2	3	4	5
6	The facilitator(s) encouraged me to achieve my goals	1	2	3	4	5
7	The focus of the group was on the right issues	1	2	3	4	5
8	The facilitator(s) understood me and my needs	1	2	3	4	5
9	I learned what I was hoping to learn	1	2	3	4	5
10	The group/information was easy to understand	1	2	3	4	5
		<i>Poor</i>	<i>fair</i>	<i>good</i>	<i>Very good</i>	<i>Excellent</i>
11	Overall rating of the facilitator(s)	1	2	3	4	5
12	Overall rating of the group	1	2	3	4	5

Would you recommend this group to others? Yes No

Additional Comments (for example, any suggestions you have for how the group might be improved):

(Please continue on back of page if more room is needed)