



## CONSENT TO PARTICIPATE IN STUDY



The IGA Institute is asking you to consider taking part in a global study conducted by Professor Dow Scott at Loyola University Chicago. The purpose of this survey is to determine if the way **full-time** store employees are paid or their work environment influences how they feel about their jobs or affects store performance.

**One store manager's survey should be completed for each store.**

Your response to the store manager's survey is **confidential**; no one at IGA, at your store or anyone else will have access to your response. However, your response is not anonymous since we must match your store information with the response of your employees. As a result, it is possible for the University researchers to identify who you are. Be assured that information you provide will be maintained on University computers (**NOT IGA's**) and strict security protocol will be maintained to protect the confidentiality of your responses. Confidentiality will be maintained to the degree permitted by the technology used. No absolute guarantees can be made regarding the confidentiality of electronic data.

Your full-time employees also will be asked to complete a survey about their job and pay perceptions. They are encouraged to complete the survey on-line at a Loyola University website or if they desire on paper. If your employees complete a paper survey, they will be instructed to mail the survey directly to Dow Scott at Loyola University Chicago. You must not be present when they complete their survey. You will not have access to their individual responses and their responses will be anonymous since they will be instructed not to identify themselves.

Please read this consent form carefully and ask any questions you may have before deciding whether to complete the survey. The survey should take 15 to 20 minutes to complete.

**Participation in this study is voluntary.** Even if you decide to participate, you are free not to answer any question or to withdraw from participation at any time without penalty.

**Contacts and Questions:** If you have questions about this study, please feel free to contact Professor Scott at [dscott@luc.edu](mailto:dscott@luc.edu) or 312.915.6597. If you have questions about your rights as a research participant, contact the Compliance Manager in Loyola's Office of Research Services at 773.508.2689.

**Statement of Consent:** By checking the "**I accept**" statement indicates that you have read and understood the information provided above, have had an opportunity to ask questions, and agree to participate in this research study. You can copy this letter to keep for your records.

\_\_\_\_\_ **I accept**                      \_\_\_\_\_ **I decline**

If you agree to participate, print this file, check "**I accept**", and mail this page with the completed survey to:

**Professor Dow Scott  
School of Business Administration  
Loyola University Chicago  
1 E. Pearson Street  
Chicago, IL 60611**



## IGA Store Manager / Owner Survey



**Store Managers / Owners responsible for multiple stores  
are asked to complete a survey for each store.**

**Store Name:** \_\_\_\_\_

**Store Location (City):** \_\_\_\_\_ **State** \_\_\_\_\_

**What type of IGA affiliated store do you manage? (Select only one)**

- Super Store   
  Large Store   
  Mid-size Store   
  Convenience or Express Store  
 Other \_\_\_\_\_

**Approximately what is your average monthly total store sales?**

- Less than \$20,000   
  \$20,000 to \$99,999   
  \$100,000 to \$299,999  
 \$300,000 to \$499,999   
  \$500,000 +

**Approximately what is this store's retail floor space (square feet)?**

- Less than 1,000 sq ft   
  1,000 to 29,999 sq ft   
  30,000 to 49,999 sq ft  
 50,000 to 69,999 sq ft   
  70,000 sq ft +

**Compare your store's performance in the following areas to your market.**

	Very Low	Low	Average	High	Very High	Don't Know
<b>CORRECT method to mark your response.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<b>INCORRECT methods to mark your response.</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
1. Sales Growth .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Market Share .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Profitability / Return on Investment (ROI).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Overall Service Quality .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Employee Satisfaction .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Voluntary Turnover: <b>Full-time</b> Employees .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Voluntary Turnover: <b>Part-time</b> Employees .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Overall Store Performance .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**IGA Store Manager / Owner Survey**

Strongly Disagree    Disagree    Neither Agree Nor Disagree    Agree    Strongly Agree    Don't Know

**These statements focus on how full-time employees are paid.  
 "Employees" refer to full-time employees.**

9. There are wide pay differences among employees.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. All employees are paid about the same .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Higher level employees get paid much more than lower level employees .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Employees at the same level get paid about the same.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. High performing employees get paid substantially more than those with average performance .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Employee pay varies substantially from pay period to pay period	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Employee pay varies considerably over the course of a year .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Pay reflects the effort employees put into their work.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Employee pay is appropriate for the work they do .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Employee pay reflects their contribution to the organization.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Employee pay is justified by their performance.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Employee pay is based on job responsibility.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Employee pay is based on their level of education and training ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Employees are fairly paid compared to similar positions in other stores in our market area.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Store pay guidelines or policies are followed consistently .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. The company keeps pay information secret from employees .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. The company has formal policies that discourage employees from divulging their pay to coworkers .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. The company does not openly disclose the administrative procedures on how pay levels and pay raises are established.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Employees are told how much their peers are paid .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Employees are told how much higher level employees are paid ..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Employees are only told what their pay range is.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Employees are told the pay ranges for all store positions.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Employees can appeal a pay decision that they perceive as unfair .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The store work philosophy is for each person to focus on their own job .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Teamwork among employees is valued in this store.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The way employees perform their jobs has a significant impact on other employees .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. The work requires employees to consult with each other fairly often .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Employees work fairly independently of each other .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**IGA Store Manager / Owner Survey**

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Don't Know
37. Employees can plan their own work with little need to coordinate with other employees.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Employees rarely have to obtain information from other employees to complete their work.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Employees take the initiative to orient new employees to the department even though it is not part of his / her job description..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Employees help others when their work load increases even when they are not required to do so .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Employees help others with their work when they have been absent even when they are not required to do so .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Employees share information with each other .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Employees volunteer to perform duties not required by their jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Employees assist me with my duties.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. <u>Approximately</u> , how many <u>full-time</u> employees do you have at this store? .....	_____					
46. <u>Approximately</u> , how many <u>part-time</u> employees do you have at this store? .....	_____					
47. <u>Estimate</u> what percentage of <u>full-time</u> employees at this store receive incentive pay? .....	_____ %					
48. On <u>average</u> , what percentage of total pay is based on incentives for <u>full-time</u> employees at this store? .....	_____ %					
49. What is the annual voluntary turnover rate among <u>full-time</u> employees at this store?.....	_____ %					

**If full-time employees at this store receive incentive pay, how are their payouts typically determined? Weight the importance of each factor as a percentage. If not used, assign a zero (0).**

**Percentage responses should total 100%.**

50. Individual performance .....	_____ %
51. Work team or department performance.....	_____ %
52. Store performance .....	_____ %
53. Company performance (multiple store performance).....	_____ %
54. Other .....	_____ %

