



Morale  
Testing  
Instrument

medicology**MTI**

[medicologymti.co.uk](http://medicologymti.co.uk)

medicology 



# The **Power** of the Morale Testing Instrument

Morale is one of the most significant factors affecting organisational performance with clear links to many adverse situations:

- High sickness & absence
- High staff turnover
- Poor performance
- Poor clinical outcome
- Low customer satisfaction ratings
- Reduced team effectiveness
- Conflict & obstruction
- Increased tribunals & grievances

Medicology MTI has been developed to address two specific needs:

1. A robust and sensitive measure of morale
2. A differential diagnosis of the factors positively or negatively influencing it

It consists of a series of questions around known influencing factors and takes the average person around 10 minutes to complete.

## Robust Measure

Medicology MTI introduces two important processes to ensure that the morale measurement returned is both sensitive and representative.

Firstly, it utilises variance to assess morale, i.e. how far above of below neutral the score for a particular factor is for that person and thus avoids the weakness found in many systems that use an arbitrary scale.

Secondly, it asks the respondent to indicate how important a factor is and this is taken into account in the overall calculation. Coupled with variance, this creates an immensely sensitive measure.

## Differential Diagnosis

Medicology MTI is designed to provide detailed analysis, reporting and guidance. Your morale report will include analysis by:

- Overall score
- Individual questions
- Different staffing groups or departments

Individual questions contribute to morale scores for distinct sections or areas, helping you understand just what areas are positively or negatively influencing morale for your staff. These include:

- Growth & Development
- Leadership & Management
- Personal Factors
- Relationships
- Work (the work itself)
- Workplace (the work environment)

Each area is evaluated using a range of questions and then fully analysed and reported both by area and distinct staff groups, allowing you to not only assess morale in different staff groups but to diagnose specific issues influencing it and a range of recommendations to improve it.





# The **Science** behind **Medicology MTI**

Morale is often defined as the ability of a group of people to maintain a belief in a common institution or goal and while this may sound like an intangible concept, it can be scientifically quantified. This scientific analysis of what causes high or low morale within an institution like an NHS hospital is the building blocks of the Medicology Morale Testing Instrument.

## **Our Personal Importance**

Through our unique Morale Rating System Medicology MTI is able to give a true representation of the factors affecting morale. For each element of human needs an individual participant can give an indication of whether this particular factor is of important to them. For example, a nurse working in A&E may be asked if their work environment is a safe and secure place, which if it is not, would adversely affect their morale. The important bit is that this may not affect the morale of this nurse if he was a 20 stone rugby player who trained tigers in his spare time. In this case the participant can indicate that the particular need is of little importance to him and the results would reflect this when showing the reasons for that this individuals high or low morale.

# Human Needs

• Humans have a set of needs that have been clearly defined by psychologists, social scientists and philosophers throughout history. Most predominantly Abraham Maslow's hierarchy of needs covering the eight key needs, which are:

- Subsistence
- Protection
- Affection
- Understanding
- Participation
- Leisure
- Creation
- Identity
- Freedom

These needs directly affect how you feel about certain things and when applied to a work environment in the modern age, some of these needs can be used to determine what could be affecting your morale. Through an understanding of psychology we can narrow down the many needs of the human psyche to those which affect your morale:

- The work you do
- Your relationships with co-workers
- How your superiors manage
- The leadership and values of the institution
- Your ability to grow and develop within this environment
- The physical environment in which you spend your time
- What you personally gain from the endeavour - salary, security, satisfaction

Without satisfying these needs an employee within an organisation will not have high morale. By examining these needs and formulating a set of questions to thoroughly cover all aspects of the core needs, we can effectively identify what might be causing a person's high or low morale.

What makes Medicology MTI truly valuable to you and your organisation is the way in which it assigns value to the answers each participant gives.





# The **Practical** details of the **Morale Testing Instrument**

Medicology MTI is designed to make your life easy:

- Run morale testing from a few to thousands swiftly and effortlessly
- Define which staff groups are most appropriate to you
- Re-run the survey at intervals (which can be set up automatically e.g. 3 monthly intervals) to assess how it is changing over time
- Bulk upload your staff from Microsoft Excel® or provide them to us and we'll do it

# Pricing Structure

Below is the pricing structure based on the number of participants

Number of participants	Cost per participant
1-49	£6.00 + VAT
50-249	£4.50 + VAT
250 - 999	£4.00 + VAT
1000 - 2499	£3.50 + VAT
2500+	£3.00 + VAT

Medicology Morale Testing Instrument (MTI) is available in a tiered pricing structure depending on the number of people you wish to participate in your MTI Study. If you only wish to review the morale of a small group or department you will only pay £6.00 + VAT per participant, however if you wish to perform a thorough review of the morale of your entire Trust the price drops to as little as £3.00 + VAT (for 2500 or more participants).

The minimum charge is £180.00 + VAT, meaning that for surveys of 1-30 persons, the charge is a flat rate £180.00 + VAT and then from 31 onwards surveys are charged according to the actual number of participants.

The cost of the study includes a full in-depth analysis and report along with interpretive feedback from our highly trained Directors who specialise in human behaviour and the NHS. We can also help you to find problem areas within your organisation by breaking down your participants into different groups (such as Paediatrics, A&E, etc). Our automated systems help you streamline the process and remove much of the administrative work you might expect - all you need to do is provide us with a list of email addresses and the groups you want them to belong to.

# Taking This Forward

Please contact Dr Sara Watkin at [sara@medicology.co.uk](mailto:sara@medicology.co.uk) with details on who you are enquiring on behalf of, such as your Trust, department or a small group, as well as anticipated number of participants. You could also ring her on [07855 321529](tel:07855321529) to discuss this.

You can also complete our enquiry form at [www.medicologymti.co.uk/enquiry.php](http://www.medicologymti.co.uk/enquiry.php) and someone will get back to you to discuss on how to take this forward.



# The **Medicology** MTI **Process**

Upon signing up to conduct the Morale Testing Instrument (MTI) on your group or organisation, you will be taken through the following step-by-step process to complete your MTI Survey:

## Step **ONE**

### **Create a Medicology Account**

If you do not yet have a Medicology Account, you can start the process from the Register link at the bottom of the page. For those who have used Medicology services before and have a Medicology Account, you can use the Account Login link above. Both of these actions will take you to "My Account" where you can manage your MTI Surveys.

## Step **TWO**

### **Create a new Medicology MTI Survey**

From My Account, you can manage all your account details and most importantly create and access your surveys by clicking on "My MTI Surveys". If you are creating a new survey, this will be the point at which you can enter the information for your survey such as:

- A name that the invitation emails will come from (such as your name)
- A Start and Deadline date for your survey
- The number of participants taking the survey

At this point you will receive a 28 day invoice for the survey based upon the amount of participants you have selected.

## Step **THREE**

### **Prepare and add your Participant List**

You can now prepare a list of the Participants you wish to complete your MTI Survey. As this is anonymous all we require is the email address of the participant, their department and their job type (e.g. A&E and Nurses). You can do this by creating a simple spreadsheet with the email addresses in one column and the group name in another.

Uploading the list is a relatively simple process which can be done entirely through the website. If you wish you can email your list to us and we can add the participants for you.

Step  
**FOUR**

## Send out Invitation Emails

When you are happy with your Participant groups you can send out the invitation emails (again we can help you do this if you wish). These emails will explain what the MTI Survey is and will contain unique access codes for each Participant. This allows them to start the survey using the login form on our homepage.

It is useful to prepare your Participants by having someone in your organisation email them beforehand explaining that you are conducting the Medicology MTI and why you are doing this. This helps to ensure that Participants do not ignore the invitation email.

Step  
**FIVE**

## Participants complete your MTI Survey

During the time between sending out the invitation emails and the deadline date you will be able to see how many of your participants have completed the survey. If you are getting slower uptake than you expected you can extend the deadline date by a few days to allow you to remind your staff that it's important to find the time to complete the survey.

Once a Participant has completed the survey they will receive their individual Morale Score.

After the deadline has passed the survey will be closed and the raw results data will be passed to the Medicology Directors ready for analysis.

Step  
**SIX**

## MTI Survey Results Document finalised

When Medicology have interpreted your survey results, we will create and issue a thorough document containing full and comprehensive information and analysis on your organisation or group's morale.





# About **Medicology** the Company behind the **MTI**

## Passionate about People, Performance & Health

Although many of you may already know Medicology, let's assume you don't. We are an organisation that is passionate about health and the people that deliver healthcare. We are wholly focused on encouraging both the passion and will to lead, as well as the capacity, knowledge and skill to be exceptional at it. We are the largest provider of open-course learning in the field of leadership & management for clinical staff, especially doctors. That position reflects the passion that we bring to our work, reflected in both our mission and vision. We believe that the NHS can be great once more and we are committed to helping achieve that from the clinical coal face to the highest possible levels.

We are privileged to serve you in this programme and we commit to assisting you in any way we can as you grow into the leaders of tomorrow and help restore greatness to the NHS.

### **Mission**

Passionate about People, Performance & Health

## What We Do

We are not simply a training company we are Organisational Performance Specialists, assisting you with developing your human asset in the core areas of:

- Organisational Performance
- Leadership Performance
- Team Performance, Respect & Harmony
- Personal Performance
- Clinical Performance
- Healthcare Performance

Medicology became famous for its extensive range of open courses but over time we have developed exceptional levels of competence in many areas of performance enhancement from bespoke training solutions to tools, to organisational development programmes, e-learning and more.

## Driving Performance Improvements

Medicology delivers results in the most important cornerstone of healthcare performance:

- **People Effectiveness – our specialty and we are passionate about it**
- Financial Management
- Systems, Processes & Infrastructure
- Knowledge

Specialising in **Leadership, Management and Personal Development**, we deliver exceptional performance in people, both as individuals and collectively, through our range of open courses, in-house (bespoke) programmes and support tools. What does this mean?

- Helping you to achieve more through people by understanding their very core
- Increasing your ability to influence and deliver
- Improving your ability to create the right outcomes through effective communications
- Installing behavioural flexibility and control, allowing you to tailor your approaches
- Helping you achieve balance between business imperative and clinical needs
- Putting you firmly in control of what you achieve and where you go

Our team consists of a small number of passionate individuals that have broadly seen it all. Collectively we have about 100 years experience in leadership and management specifically related to healthcare, including both the business and clinical side, with international management, NHS consultant, clinical director and network lead clinician experience within our specialist group.





Passionate about People, Performance & Health

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