

Staff Satisfaction Survey

Instructions

- Your responses are completely confidential.
- We need honest answers to help us improve how we do things.
- The survey has a 5 point rating scale, simply choose the level that best fits your view.

Strongly Disagree Disagree Neither Agree Strongly Agree Not Applicable
1 2 3 4 5 NA

- Circle the appropriate score beside each statement.
- If you believe the statement is irrelevant, put down NA.
- Feel free to write any additional comments to clarify your answers or to add statements you feel are important.

The character of our organisation

I would describe this organisation as:

- | | | | | | | |
|--|---|---|---|---|---|----|
| 1. A place where people genuinely care about each other. | 1 | 2 | 3 | 4 | 5 | NA |
| 2. A place that strives to provide a good working environment. | 1 | 2 | 3 | 4 | 5 | NA |
| 3. A place where people willingly accept responsibility. | 1 | 2 | 3 | 4 | 5 | NA |

Comments: _____

Your essential work requirements

- | | | | | | | |
|--|---|---|---|---|---|----|
| 1. I am clear about our business goals and how my job fits in. | 1 | 2 | 3 | 4 | 5 | NA |
| 2. I have the facilities, space and equipment I need to do my job properly. | 1 | 2 | 3 | 4 | 5 | NA |
| 3. I know exactly what is expected of me and I have the opportunity to do my best every day. | 1 | 2 | 3 | 4 | 5 | NA |

Comments: _____

Communications

- | | | | | | | |
|---|---|---|---|---|---|----|
| 1. I get all the information I need to do my job properly. | 1 | 2 | 3 | 4 | 5 | NA |
| 2. When changes are made that affect me, I am informed immediately. | 1 | 2 | 3 | 4 | 5 | NA |
| 3. I am comfortable speaking to management about any issues or ideas. | 1 | 2 | 3 | 4 | 5 | NA |

Comments: _____

Your team

1. There is a strong sense of shared responsibility in our team – we are all in it together. 1 2 3 4 5 NA
2. Our team goals are clear and we are kept fully informed about our progress. 1 2 3 4 5 NA
3. There is no us and them mentality between the different teams and we all work together. 1 2 3 4 5 NA

Comments: _____

Recognition of your performance

1. I receive regular, constructive feedback about my work. 1 2 3 4 5 NA
2. When I perform well, I think it is recognised and praised appropriately. 1 2 3 4 5 NA
3. I am clear about what is expected of me and what good performance is. 1 2 3 4 5 NA

Comments: _____

Your supervisor

1. My supervisor cares about my general well being and my personal situation. 1 2 3 4 5 NA
2. My supervisor has good management skills – planning, coordinating, communicating, problem fixing etc. 1 2 3 4 5 NA
3. My supervisor motivates me to want to perform at my best. 1 2 3 4 5 NA

Comments: _____

Your training and development

1. I get good quality, relevant training whenever I need it. 1 2 3 4 5 NA
2. I believe I have all the skills necessary for my job. 1 2 3 4 5 NA
3. This organisation supports me to be the best I can be. 1 2 3 4 5 NA

Comments: _____

Our attention to quality and customer satisfaction

1. We are dedicated to improving the satisfaction of our customers. 1 2 3 4 5 NA
2. We truly value high quality work. 1 2 3 4 5 NA
3. I am proud of our product and service. 1 2 3 4 5 NA

Comments: _____

Your overall satisfaction

- | | | | | | | |
|---|---|---|---|---|---|----|
| 1. Overall, I am very satisfied in my job. | 1 | 2 | 3 | 4 | 5 | NA |
| 2. The way I am required to work takes reasonable account of my personal/family life. | 1 | 2 | 3 | 4 | 5 | NA |
| 3. I enjoy my work. | 1 | 2 | 3 | 4 | 5 | NA |
| 4. My job makes full use of my skills and abilities. | 1 | 2 | 3 | 4 | 5 | NA |
| 5. I would proudly recommend this organisation as a good place to work. | 1 | 2 | 3 | 4 | 5 | NA |

Comments: _____

The three best and worst things about this organisation

I think the most positive things about this organisation (things that you think must be protected) are:

1. _____

2. _____

3. _____

I think the most negative things about this organisation (things you would really like to change if you had the opportunity) are:

1. _____

2. _____

3. _____

Thanks for your participation.

Your responses to all questions will remain confidential.