

# Employee Survey

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Department:	
Marketing	
Finance	
IT	
Sales	

*This survey is intended to be anonymous, so please do not put your name on the form.*

Space is provided at the end of the survey to make recommendations, suggestions or comments.

#### JOB SATISFACTION

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
How satisfied are you with your job?					
How satisfied are you with the resources available to you to do your job well?					
How satisfied are you with the working conditions available to you to do your job well?					

#### ORGANISATIONAL COMMITMENT

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
What happens to the Company is really important to me.					
I don't care what happens to the Company as long as I get my pay.					
The Company really cares about my well-being & general satisfaction at work.					

#### ONGOING CHANGES IN THE COMPANY

Please rate your views about the nature of ongoing changes:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Handled well by managers					
Too fast					
Communicated well					
Resulted in positive outcomes					
Sufficient consultation with staff and well planned					
Extremely stressful					
Extremely disruptive					

These changes have resulted in .....	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
More job security					
More workload					
More accountability					
More certainty about our future					

#### OPENNESS TO CHANGE

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am confident in my ability to deal with ongoing changes in the Company.					
I am open to change.					
I look forward to changes in my work role.					
From my perspective, changes are for the better.					
Change will benefit the customers and employees.					

**CERTAINTY REGARDING OVERALL STRATEGIC DIRECTION**

How certain (or clear) are you about...	Very Clear	Clear	Don't Know	Unclear	Very Unclear
The direction in which the Company is heading.					
The overall objective/mission of the Company.					

**CERTAINTY REGARDING THE STRUCTURE OF THE COMPANY**

How certain (or clear) are you about...	Very Clear	Clear	Don't Know	Unclear	Very Unclear
The existing reporting structures (i.e., the chain of command) in the Company.					
The role/function of different departments.					
The role/function contributes to the overall mission of the Company.					

**CERTAINTY REGARDING JOB-RELATED ISSUES**

How certain (or clear) are you about...	Very Clear	Clear	Don't Know	Unclear	Very Unclear
Whether I will have to learn new job skills.					
The extent to which my job role/tasks will change.					
The future of my position in the Company.					
What I need to do to advance within the Company.					

**WORKLOAD**

The following questions are about your workload...	Always	Often	Sometimes	Rarely	Never
Does your job leave you with little time to get things done?					
Is there a great deal to be done?					
Do you have to do work that others should be doing?					

**INTENTIONS TO QUIT**

	Agree	Neutral	Disagree
I often seriously think about resigning from my job.			
I often seriously think about making a real effort to enter a new and different occupation			
I am planning to search for a new job during the next six months.			

**PERCEPTIONS OF CONTROL**

I feel ....	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am in control of my future at Seatapay					
in control of the direction in which my career is headed.					
in control of issues related to my job.					
I can influence the extent to which changes at work affect my job.					

**PERCEPTIONS OF CONFLICT BETWEEN WORK AND FAMILY COMMITMENTS**

	Always	Often	Sometimes	Rarely	Never
How often does your job or career interfere with your responsibilities at home?					
How often is there a lack of balance between your work commitments and your personal/family life?					
Do your family dislike how often you are preoccupied with work while at home?					

**PERCEPTIONS OF FUNCTIONING**

Have you recently...	Always	Often	Sometimes	Rarely	Never
Been unable to concentrate on what you are doing?					
Felt that you are playing a useful part in things?					
Felt capable of making decisions about things?					
Been restricted in the decisions you can make?					
Been able to enjoy your normal day to day activities?					
Been feeling reasonably happy all things considered?					

**PERCEPTIONS OF STRESS**

Have you recently...	Much more than usual	Rather more than usual	Neutral	Less than usual	Much less than usual
Felt constantly under strain?					
Felt you could not overcome your difficulties?					
Been feeling unhappy and depressed?					
Been losing confidence in yourself?					

**PERCEPTIONS OF SUPPORT AVAILABLE FROM MANAGERS/SUPERVISORS**

Does your Manager ...	Always	Very Often	Often	Sometimes	Never
Encourage feedback from you?					
Give you sound advice about what you could do when you experience work-related problems?					
Listen to you when you need to talk about work-related problems?					
Express concern about your work-related problems or their impact on you?					
Provide information that helps you understand changes in your workplace?					
Help when things get tough at work?					
Give you practical assistance when you experience work-related problems?					
Treat confidentially the discussions you have about work-related problems?					

**PERCEPTIONS OF SUPPORT AVAILABLE FROM COWORKERS**

Do your coworkers ...	Always	Very Often	Often	Sometimes	Never
Encourage feedback from you?					
Give you sound advice about what you could do when you experience work-related problems?					
Listen to you when you need to talk about work-related problems?					
Express concern about your work-related problems or their impact on you?					
Provide information that helps you understand changes in your workplace?					
Help when things get tough at work?					
Give you practical assistance when you experience work-related problems?					
Treat confidentially the discussions you have about work-related problems?					

**PERCEPTIONS REGARDING PARTICIPATION AT WORK**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am allowed to provide input on decisions regarding my job					
My Manager seeks my input on important decisions.					
My ideas and opinions are valued and paid attention to.					
I actively participate in decision-making regarding things that affect me at work.					

**EFFECTIVENESS OF COMMUNICATION BY SENIOR MANAGEMENT**

Senior management in the Company ...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Listen to what we say					
Provide positive feedback on things that matter to us.					
Provide us with clear understandable information.					
Show real interest in staff proposals and concerns.					
Provide information in time for us to act.					

**PERCEPTIONS OF MY WORK GROUP**

In my opinion, people in my department:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Know its products and/or services.					
Are proud of being a part of the department.					
Understand its vision and strategic direction.					
Believe they are the best in what they do.					
Are encouraged to be creative and innovative.					
Work well together.					

**PERCEPTIONS OF CAREERS WITHIN THE COMPANY**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
There is sufficient access for me to useful training and development.					
The Company is concerned about my health and safety.					
I am paid well compared to similar jobs in other organisations.					

**SHARING OF INFORMATION**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
How much are people prepared to share knowledge and information at work?					
Everyone believes that sharing information is important					
Managers of different departments share information					
In my department no one seems to care about sharing information with other departments					
Staff within my department share information with each other					

**QUALITY OF SERVICE TO CUSTOMERS**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
We go the extra mile to provide service to customers.					
We achieve high levels of customer satisfaction.					
We provide the customer with value for money.					
We are easily accessible to the customer.					
We are seen by the customer as a leader in our field					
We are responsive to customer problems.					
We develop products and services in line with customer needs.					

**IMPROVING OUTCOMES**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I know what is expected of me in my current job.					
I can easily get information to see if my performance is meeting the goals set by my manager.					
I am recognised for a job well done.					
I am rewarded for good performance.					
I know that strategies are in place to manage poor performance.					
I am committed to continually improving how well our services are delivered.					

