



# Generic Employee Satisfaction Survey

- For more on Employee Satisfaction Surveys, visit [www.mindtools.com/rs/SatisfactionSurveys](http://www.mindtools.com/rs/SatisfactionSurveys).

For our organization to succeed, it's very important that our people are satisfied and happy, and that our workplace is positive and healthy. We're committed to ensuring that your work environment is fulfilling – and that you have the tools, resources and support you need to accomplish your goals. We therefore ask you to complete the following Employee Satisfaction Survey.

This survey is a great opportunity for you to tell us how we're doing – and to express your thoughts and opinions about what we do well and what we need to improve. We ask that you rate or describe our organization on a variety of practices. We'll keep your answers confidential and use them only as part of an overall summary report.

We value your comments and views, and we hope that by learning through your experiences, we can make improvements throughout the organization!



## Communication

Using the scale below, please give us your thoughts on the following statements:

- 5 = Strongly agree
- 4 = Agree
- 3 = Neither agree nor disagree
- 2 = Disagree
- 1 = Strongly disagree

Statement	Your Response
1. Organizational objectives are clearly explained.	
2. My work is directly connected to the organization's goals.	
3. I feel that changes are not communicated to me clearly.	
4. There is a system in place for me to provide feedback to management.	
5. Upper management understands the work-related issues that are important to me.	
6. If I have a problem, I can talk to my supervisor about it in a timely manner.	
7. My supervisor keeps me informed on a regular basis.	
8. The information that I receive is often out of date.	
9. Communication between my supervisor and me lacks openness.	

How would you improve communication in our organization?



## Development and Support (Answer the following with a yes or no)

Statement	Yes/No
1. My work is challenging.	
2. I am stimulated by the work I do.	
3. I have a mentor at work.	
4. I have access to the information I need to do my job.	
5. I'm afraid of the consequences of making mistakes.	
6. I receive feedback on how to do my job better.	
7. The feedback I receive is helpful.	
8. If I want a promotion, there are opportunities for me in this organization.	
9. My supervisor is not interested in my development.	
10. Training is available if I need it.	
11. My performance evaluations are constructive.	
12. I'm encouraged to set personal work-related goals.	
13. There is regular follow-up on these goals.	
14. I know that my work is appreciated.	
15. Resources are inadequate to perform my job well.	
16. My workplace is safe.	
17. Information technology is adequate to do my job.	



**When was the last time you received praise and/or recognition for a job well done? What was the praise/recognition for, and what was said or done?**

Which of the following would contribute most to your workplace satisfaction? (check one)

<b>Training</b>	
<b>Mentoring</b>	
<b>Goal Setting</b>	
<b>Job Redesign</b>	
<b>Constructive Feedback</b>	
<b>Access to Resources</b>	

Rank the above factors in terms of relevance to your workplace satisfaction (1 is the most relevant, 6 is the least relevant):

<b>Training</b>	
<b>Mentoring</b>	
<b>Goal Setting</b>	
<b>Job Redesign</b>	
<b>Constructive Feedback</b>	
<b>Access to Resources</b>	



**Culture** (Using the following scale, please give us your thoughts on the following statements: 5 = strongly agree, 4 = agree, 3 = neither agree nor disagree, 2 = disagree, 1 = strongly disagree.)

Statement	Your Response
1. I'm forced to choose between work and family on a regular basis.	
2. The promotion process is fair.	
3. There is favoritism in promotions and raises.	
4. I receive fair treatment in the organization.	
5. Everyone receives fair treatment in the organization.	
6. The pace of work is appropriate.	
7. The volume of work is appropriate.	
8. I am not under unusual stress from my job.	
9. This organization discourages people with different ideas.	
10. This workplace is diverse.	
11. I fear negative consequences if I express disagreement or disapproval.	
12. People seek my opinions.	
13. My opinions are valued.	
14. Everyone's opinions are valued.	
15. I trust senior management.	
16. I trust my managers.	
17. This workplace is respectful.	
18. I experience negative effects of office politics.	



<b>Does our organizational culture impact negatively on your ability to do your work?</b>	
<b>Is your team culture different from the overall organizational culture?</b>	
<b>If yes, is the difference positive or negative? Please explain:</b>	
<b>Using one word, how would you describe our organization's culture?</b>	
<b>What changes would we have to make for you to recommend that your best friend work here?</b>	

**Compensation** (Do you agree or disagree?)

Statement	Your Response
1. My salary is fair for the work I do.	
2. My salary is competitive.	
3. My benefit package is fair.	
4. My benefit package is competitive.	
5. My paid leave (holidays) are adequate.	
6. My paid leave (holidays) are competitive.	



For each of the following pairs, which choice is the most attractive? (check the one you prefer)

Statement	Your Preference
Average pay, great work/life balance. OR Great pay, less-than-average work/life balance.	
Average base pay, great benefits. OR Great base pay, less-than-average benefits.	
Average base pay, great performance incentives. OR Great base pay, few performance incentives.	

Rank the following elements of a total compensation package according to which you find most satisfying (1 is the most satisfying, 4 is the least satisfying):

<b>Base Pay</b>	
<b>Incentives</b>	
<b>Benefits</b>	
<b>Paid Leave</b>	

Thank you for taking the time to complete this survey. We have one last question.

**If you were head of your department (or team), what is the first change you would make to improve satisfaction levels?**

Thanks again! Please feel free to let us know anytime – with or without the survey – how we’re doing.