

Here's an example of a few questions asked in a typical Employee Satisfaction Survey:

## Survey Questionnaire

Directions to Survey Participant: please read each of the following statements and indicate your level of agreement or disagreement with each statement.

The scale is 1 to 5 where 1 = Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly Agree

### Attitudes and Values

- |   |    |   |   |   |   |   |
|---|----|---|---|---|---|---|
| 1. I have a feeling of accomplishment in my work.             | NA | 1 | 2 | 3 | 4 | 5 |
| 2. I feel that I am a respected and important part of ABC Co. | NA | 1 | 2 | 3 | 4 | 5 |
| 3. I feel that my work is important.                          | NA | 1 | 2 | 3 | 4 | 5 |
| 4. Employees at ABC Co. care about quality.                   | NA | 1 | 2 | 3 | 4 | 5 |
| 5. All in all, I like my job.                                 | NA | 1 | 2 | 3 | 4 | 5 |
| 6. I would recommend that my friends work for ABC Co.         | NA | 1 | 2 | 3 | 4 | 5 |

What can be done to ensure a positive working climate?

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### Communications

- |  |    |   |   |   |   |   |
|--|----|---|---|---|---|---|
| 7. I am satisfied with the amount of information I receive about what is going on within ABC Co. | NA | 1 | 2 | 3 | 4 | 5 |
| 8. My direct supervisor explains my job assignments clearly.                                     | NA | 1 | 2 | 3 | 4 | 5 |
| 9. I receive feedback on how well I am doing.  | NA | 1 | 2 | 3 | 4 | 5 |
| 10. Overall, I receive enough communication to be able to do my job.                             | NA | 1 | 2 | 3 | 4 | 5 |

Please give us your suggestions on what can be done to help improve communications?

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### Climate/Work Environment

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|--|----|---|---|---|---|---|
| 11. Work activities are fairly distributed in my department.                               | NA | 1 | 2 | 3 | 4 | 5 |
| 12. ABC Co. stresses teamwork.   | NA | 1 | 2 | 3 | 4 | 5 |
| 13. My department gets the support it needs from other departments.                        | NA | 1 | 2 | 3 | 4 | 5 |
| 14. There is an effective process in place for resolving problems and handling complaints. | NA | 1 | 2 | 3 | 4 | 5 |
| 15. Overall, this is a great place to work.  | NA | 1 | 2 | 3 | 4 | 5 |

How can the working conditions at ABC Co. be improved?

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### Accountability

- |   |    |   |   |   |   |   |
|---|----|---|---|---|---|---|
| 16. ABC Co. sets high standards for performance.            | NA | 1 | 2 | 3 | 4 | 5 |
| 17. My job responsibilities are clearly defined.            | NA | 1 | 2 | 3 | 4 | 5 |
| 18. I have the necessary authority to do my job.            | NA | 1 | 2 | 3 | 4 | 5 |
| 19. ABC Co. disciplines employees for poor job performance. | NA | 1 | 2 | 3 | 4 | 5 |
| 20. Overall, I understand what is expected of me in my job. | NA | 1 | 2 | 3 | 4 | 5 |

**Reward and Recognition**

21. I am satisfied that my pay is competitive with similar companies locally.	NA	1	2	3	4	5
22. Vacation and holiday benefits are competitive with similar companies locally.	NA	1	2	3	4	5
23. The health, dental, disability and life insurance offered meet my needs.	NA	1	2	3	4	5
24. Extra effort is recognized at ABC Co.	NA	1	2	3	4	5
25. My job performance reviews help me to continuously improve my work performance.	NA	1	2	3	4	5

What suggestions do you have for recognizing employees for a job well done?

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**Miscellaneous**

What do you think is the biggest problem for employees at ABC Company?

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What would you do about that problem?

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**Thank you for completing this survey!**