

## Employee Satisfaction Survey

In the **Employee Satisfaction Survey**, employees rate their organization's human resource practices in a number of areas within the following categories:

1. Human Resource Function and Policies
2. Professional Development
3. Performance Management
4. Communications
5. Employee Benefits and Compensation
6. Employee Relations, Welfare, and Fulfillment

\*Comment fields are included at the end of each section.

### EXAMPLE OF QUESTIONS

This provides you with an overview of **some** of the questions asked of employees in the each of the 6 areas. Each response is based on a 5-point scale:

**5 = Strongly agree**

**4 = Agree**

**3 = Neither agree nor disagree**

**2 = Disagree**

**1 = Strongly disagree**

#### HUMAN RESOURCE FUNCTION AND POLICIES

1. Staff issues are handled confidentially, fairly, and in a timely manner.

2. There are clear human resource policies that are understood by all staff.

3. The human resource systems in this organization are fair and work well.

#### PROFESSIONAL DEVELOPMENT

1. I am satisfied that this organization provides all staff with training opportunities.

2. I believe that the training policy here is fair.

3. I am satisfied that this organization provides me with meaningful opportunities for career development.



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### PERFORMANCE MANAGEMENT

1. My manager/supervisor provides me with clear direction.

2. My manager/supervisor provides me with constructive feedback.

3. My manager/supervisor holds regular performance reviews with me.

### COMMUNICATIONS

1. My organization communicates directly with me (i.e. they have commented on my work; they have asked what motivates me, etc.).

2. I feel part of the organization (i.e. someone regularly communicates the company's "big picture" and my role in achieving it).

3. The goals, values, and objectives of the organization have been clearly identified for me.

### EMPLOYEE BENEFITS AND COMPENSATION

1. I believe that salaries are fair and there are no anomalies or favouritism.

2. Salaries are competitive compared to other similar organizations.

3. We have many different benefits in addition to salary.

### EMPLOYEE RELATIONS, WELFARE, AND FULFILLMENT

1. I feel that management cares about employees and take an interest in them.

2. I observe that employees trust and respect management.

3. I observe that there are good working relations and teamwork at most levels in most departments.