

Staff Satisfaction Survey

ID: _____ Supervisor Name: _____
 Name: _____ Date: _____
 Unit Name: _____

Instructions: This survey will be used to improve our workforce practices. Please answer each question as accurately as possible. If you do not understand a question, answer it as well as you can and note your question(s) in the margin. **Your answers will be kept confidential and will not affect your status as an employee at our organization.** When you have completed this survey please return it in the envelope provided. If you have questions, you can contact xxx. Thank you.

A. **Opinion Questionnaire.** Please rate your work at our organization in the following areas. Circle the number under the word that most closely describes your overall opinion of each item.

<u>Orientation and Training</u>	Poor	Fair	Good	Excellent	No Opinion/ Not Applicable
1. Availability of a clear job description for your position.	1	2	3	4	0
2. Communication of expectations about your job performance	1	2	3	4	0
3. Completeness and timeliness of orientation about our organization in general and your workplace in particular.	1	2	3	4	0
4. Sufficient training materials and training opportunities to allow you to perform your job well.	1	2	3	4	0
5. Availability of follow-up training.	1	2	3	4	0
<u>Supervision</u>					
6. Availability of a supervisor to answer your questions and to assist you to carry out your duties.	1	2	3	4	0
7. Feedback and evaluation regarding your performance.	1	2	3	4	0
8. Recognition by your supervisor for your accomplishments.	1	2	3	4	0
9. Fairness in supervision and employment opportunities.	1	2	3	4	0
10. Relationship with your supervisor.	1	2	3	4	0
<u>Compensation and Benefits</u>					
11. Your rate of pay for your work.	1	2	3	4	0
12. Paid time off you receive.	1	2	3	4	0
13. Our policy regarding eligibility for paid time off.	1	2	3	4	0
14. Benefits you receive - (for example, health and dental insurance, retirement).	1	2	3	4	0
15. Our policy regarding eligibility for benefits.	1	2	3	4	0
<u>Other Aspects of Your Experience</u>					
16. Opportunities to share your ideas about improving the services provided. My opinions count.	1	2	3	4	0
17. Your schedule/ flexibility.	1	2	3	4	0
18. Access to internal job postings.	1	2	3	4	0
19. Opportunities for ongoing professional development.	1	2	3	4	0
20. Degree to which your skills are used.	1	2	3	4	0
21. Morale in your office or program	1	2	3	4	0
22. Relationship with your co-employees.	1	2	3	4	0
23. Relationship with your supervisor's manager.	1	2	3	4	0
24. Attitude of consumers and families toward our organization.	1	2	3	4	0
25. I have the opportunity to do what I do best every day.	1	2	3	4	0
26. My supervisor or someone at work cares about me as a person.	1	2	3	4	0
27. Someone at work encourages my development.	1	2	3	4	0
28. My coworkers are committed to doing quality work.	1	2	3	4	0
29. I have opportunities to learn and grow	1	2	3	4	0

30. What do you like best about our organization?
(Mark up to 3 choices)

- _____ a. Nothing
- _____ b. Benefits
- _____ c. Co-employees
- _____ d. Supervisors and Managers
- _____ e. Clients/Consumers
- _____ f. The mission and service goals
- _____ g. The tasks I do for my job
- _____ h. Opportunity for personal or professional growth
- _____ i. Location
- _____ j. Work atmosphere
- _____ k. Training and development opportunities
- _____ l. Pay rate/salary
- _____ m. Job variety
- _____ n. Flexible hours/Schedule
- _____ o. Recognition for a job well done
- _____ p. Work is rewarding
- _____ q. Other (specify)_____

31. What could our organization do differently to help you in your job? (Mark up to three choices)

- _____ a. Nothing
- _____ b. My supervisor/manager could be more supportive
- _____ c. Improve training and support for supervisors
- _____ d. Increase wages
- _____ e. Improve access to paid time off
- _____ f. Improve access to benefits (health, dental, retirement)
- _____ g. Clarify and communicate organization mission
- _____ h. Empower me to participate in decisions that affect my work
- _____ i. Provide more or better training
- _____ j. Reduce conflict between co-employees/ improve team building
- _____ k. Improve supervisor/employee relations
- _____ l. Address low morale of workforce
- _____ m. Improve scheduling policies and practices
- _____ n. Improve communication between main office and program sites
- _____ o. Improve communication between supervisors/managers and other staff
- _____ p. Increase number of staff members in my work site
- _____ q. Improve recognition and feedback
- _____ r. Improve orientation for new employees

- _____ s. Increase opportunities for advancement
- _____ t. Reduce vacancy rate and turnover
- _____ u. Other (specify)_____

32. What are the top factors making you want to leave our organization? (Mark up to three choices)

- _____ a. Low wages or benefits
- _____ b. Conflicts with coworkers
- _____ c. Not enough hours/Schedule
- _____ d. Job is too stressful, difficult or demanding
- _____ e. Our organization's focus or mission has changed for the worse
- _____ f. Demands of my other job/primary employment
- _____ g. Lack of opportunities for professional growth or advancement
- _____ h. Personal reasons
- _____ i. Relocating out of area
- _____ j. Conflict or with supervisor or manager
- _____ k. Favoritism, lack of fairness
- _____ l. Lack of staff
- _____ m. Too much criticism/Lack of support
- _____ n. Challenges with consumers
- _____ o. Poor Training
- _____ p. None of the above
- _____ q. Other (specify)_____

33. What makes you want to stay at our organization?
(Mark up to 3 choices)

- _____ a. Nothing
- _____ b. Benefits
- _____ c. Co-workers
- _____ d. Supervisors and Managers
- _____ e. I like the consumers
- _____ f. The consumers like/appreciate me
- _____ g. The mission and service goals
- _____ h. The tasks or activities I do for my job
- _____ i. Opportunity for personal or professional growth
- _____ j. Location
- _____ k. Work atmosphere
- _____ l. Training and development opportunities
- _____ m. Pay rate/salary
- _____ n. Job variety
- _____ o. Flexible hours/Schedule
- _____ p. Recognition for a job well done
- _____ q. Work is rewarding
- _____ r. The staff members are team players
- _____ s. This is a good company to work for
- _____ t. Other (specify)_____