

EXAMPLE

Employee Satisfaction Survey

Online Questionnaire



Research Division

TTi Global Research

5G Langley Business Centre

Station Road

Langley

Berkshire

SL3 8DS

UK

www.tti-global-research.co.uk



Example Employee Survey

Introduction

Dear colleague

Your views and opinions of working for us are really important. We want to understand how you feel as an employee representing our organisation. What are your highlights and frustrations? How do you feel using our systems and do you have sufficient resources available to effectively do your job and deliver customer delight? These topics, and many others that directly impact you, are covered in the following survey. We've put together this survey in order to understand your experience of working for us. Please take a few minutes of your time to help us learn from you.

Classification

Question	Which department do you work in?
1.	

Question	How long have you been working at XX?
2.	

Induction

Question	Using a scale of 1-10 where 1 is Poor and 10 is Excellent please rate the extent to which XX...	1-10 N/A
3.	Provided a comprehensive induction programme	
4.	Explained company policies (i.e. expenses process, holidays, healthcare etc)	

Working conditions

Question	Using a scale of 1-10 where 1 is Poor and 10 is Excellent please rate the extent to which XX ...	1-10 N/A
5.	Ensures you fully understand what is required of you in your job role	

Role Progression

Question	Using a scale of 1-10 where 1 is Poor and 10 is Excellent please rate the extent to which XX ...	1-10 N/A
6.	Offers the opportunity to do challenging work	
7.	Develops an achievable progression path	

Example Employee Survey

Recognition

Question	Using a scale of 1-10 where 1 is Poor and 10 is Excellent please rate the extent to which XX ...	1-10 N/A
8.	Recognises when you have done a job well	

Training

Question	Using a scale of 1-10 where 1 is Poor and 10 is Excellent please rate the extent to which XX ...	1-10 N/A
9.	Helps you identify training and development needs through the appraisal process	
10.	Supports your development to enable career progression	

My Manager

Question	Using a scale of 1-10 where 1 is Poor and 10 is Excellent please rate the extent to which XX ...	1-10 N/A
11.	Motivates you to do a job to the best of your ability	
12.	Is approachable	

Company

Question	Using a scale of 1-10 where 1 is Poor and 10 is Excellent please rate the extent to which ...	1-10 N/A
13.	Communicates a clear understanding of the direction the company is heading	

Customer Focus

Question	Using a scale of 1-10 where 1 is Poor and 10 is Excellent please rate the extent to which ...	1-10 N/A
14.	You are provided with resources to meet customer requirements in your role	

Overall

Question	Taking into account all your experiences, and using a scale of 1-10 where 1 is Poor and 10 is Excellent ...	1-10 N/A
20.	How satisfied are you with working at XX?	

Loyalty Questions

Question	Answer yes or no to the following statements	Yes/No
21.	Would you recommend working at XX to a friend or colleague?	

Open Ended Comment

Question	Open ended comment
23.	Overall, what one area would you like to see improved?

Closing

Thank you very much for taking the time to answer our questions. Your input is really valuable to XX. The results from this survey will be confidentially fed back to them.

If you have any questions about this survey then do not hesitate to contact ... on ... or email

If you would like to verify the authenticity of TTI Global Research then please contact the Market Research Society on 0500 39 69 99.