

Teamwork

Teamwork is encouraged and practiced within the Organisation

There is a good team spirit in my work environment

I respect my Manager as a competent professional

All of my co-workers act professionally

| | 1 | 2 | 3 | 4 |
|--|---|---|---|---|
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Quality and Customer Focus

In this organisation we maintain very high standards of quality

This organisation understands it's customers needs

Records are kept up to date

| | 1 | 2 | 3 | 4 |
|--|---|---|---|---|
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| | | | | |
| | | | | |

Are there any other comments that you would like to add?

Survey results are used to help us measure the care and service quality; your feedback is important to us as it helps us to promote quality and to look at improvements needed, which in turn provide better outcomes for our the people using our service.

The results will be collated and any comments will be added to our Compliance System which enables us to regulate and monitor our services. Thank you for taking the time to complete our survey.

For Official Use Only

Date of Issue: _____

Date to be returned to HO: _____ Date received by HO: _____



Employee



SURVEY

Satisfaction Survey: Employee

We would like to preserve your anonymity for this survey however, in order for the data to be useful we do need to know the following information:

Please tick the number that is most relevant using the key detailed below:

1 = Very satisfied/strongly agree

2 = Satisfied / agree

3 = Dissatisfied / disagree

4 = Very Dissatisfied / strongly disagree

Dept: _____

Length of service (months/years): _____

Job Satisfaction

My job is fulfilling/enjoyable

This is a good Organisation to work for

I have the resources I need to do my job well

Overall my workload is reasonable

Concern is shown for my health and safety at work

My workplace is a physically comfortable and safe place to work

| | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| My job is fulfilling/enjoyable | | | | |
| This is a good Organisation to work for | | | | |
| I have the resources I need to do my job well | | | | |
| Overall my workload is reasonable | | | | |
| Concern is shown for my health and safety at work | | | | |
| My workplace is a physically comfortable and safe place to work | | | | |

Line Management

I receive the necessary supervision and constructive feedback

I feel comfortable raising any issues I may have

I am given the opportunity to develop in my role

| | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| I receive the necessary supervision and constructive feedback | | | | |
| I feel comfortable raising any issues I may have | | | | |
| I am given the opportunity to develop in my role | | | | |

Training and Development

I have received all the training I need to effectively carry out my job

I get constructive feedback on my performance

Training is offered for my personal development

| | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| I have received all the training I need to effectively carry out my job | | | | |
| I get constructive feedback on my performance | | | | |
| Training is offered for my personal development | | | | |

Reward and Recognition

I receive appropriate recognition for my contributions

My knowledge and skills are fully utilised

My Manager encourages and supports my development

All grades of staff are valued equally

| | 1 | 2 | 3 | 4 |
|--|---|---|---|---|
| I receive appropriate recognition for my contributions | | | | |
| My knowledge and skills are fully utilised | | | | |
| My Manager encourages and supports my development | | | | |
| All grades of staff are valued equally | | | | |

Communication

I know what is expected of me to do a good job

I can ask for advice and support from my Manager

The necessary information systems are in place for me to get my job done

Communication is encouraged within the Organisation

Senior Management communicates well with the rest of the Organisation

| | 1 | 2 | 3 | 4 |
|--|---|---|---|---|
| I know what is expected of me to do a good job | | | | |
| I can ask for advice and support from my Manager | | | | |
| The necessary information systems are in place for me to get my job done | | | | |
| Communication is encouraged within the Organisation | | | | |
| Senior Management communicates well with the rest of the Organisation | | | | |